

Awards for excellence in electronic government excelGOV2018

6th edition

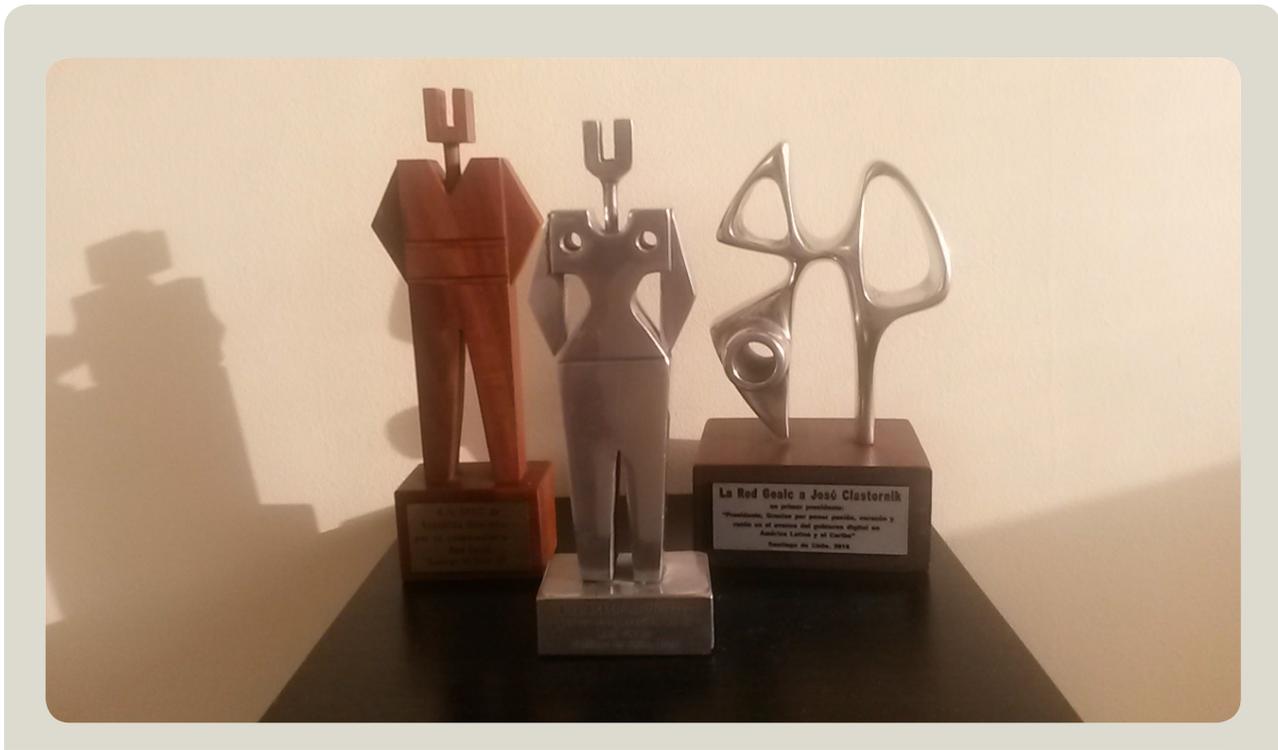
Premios de excelencia en gobierno electrónico excelGOB2018

6^{ta} edición



“THE VALUE OF DIGITAL GOVERNMENT”

Panama City, November 15-16th, 2018



Trophies of the 2016 edition of the excelGOV Awards.

The Awards for Excellence in Electronic Government, excelGOV, are organized by the Network of Electronic Government Authorities of Latin America and the Caribbean (The GEALC Network) with the support of the Organization of American States (OAS) and the Inter-American Development Bank (IDB). The Awards acknowledge the best solutions implemented by the governments of the region to promote citizen centered public management. Each edition allows for the recognition and systematization of the most innovative digital government actions in the region.

There are 98 candidates this year; 85 of them compete for the Digital Government Value excelGOV Award and 13 for the Emerging Technologies excelGOV Award. Additionally, special mentions will be awarded on Open Data, Gender Approach and Public Software.

The GEALC Network, which is formed by the digital government authorities of the countries of the region,

organizes the Awards every two years to coincide with its ministerial meetings. The participating delegations grant the awards with the support of this catalog on a one country, one vote basis. The voting will take place this year during the 5th E-Government Ministerial Meeting of Latin America and the Caribbean to be held in the City of Panama on November 15th and 16th.

The winners of the two categories (Government Value and Emerging Technologies) will receive a technical visit to Korea with all expenses paid, while the winners of the special mentions will receive a grant to a OAS Virtual Campus course.

The following are, in alphabetical order, the numbered files of the candidates divided by category. The final pages provide the details on the candidates to the special mentions; these candidates are numbered as well to facilitate the review of information.

Digital Government Value



Official photo of the XI Annual Meeting of Red Gealc (Santo Domingo, 2017).

Argentina

1. Argentina.gov.ar

It is the official website of the Argentine State. It provides citizens with access to complete information from National Public Administration bodies and to the procedures, services and benefits offered by them; all in one single place.

With a comprehensive design, it aims at changing the citizens' experience with the State by allowing them to find solutions in faster and simpler ways. All the content and processes, from the explanation of benefits to the step-by-step descriptions of online procedures, are optimized to facilitate understanding.

The objective of Argentina.gov.ar is to be accessible to all people, regardless of age, abilities, Internet knowledge, connection speed, device or browser used. Therefore, to create it, web standards were developed to guide all design and implementation decisions. In addition, it complies with user accessibility requirements applied by screen reading software.

Since Argentine reality is asymmetric, the challenge is to promote this type of initiative considering, in particular, those who have never been in contact with technology before or those who are only beginning to use it now. In this way, developing these tools not only facilitates citizens' lives and brings them closer to the State, but also, invariably, closes the digital divide. These tools have a direct impact which results in greater levels of equality by facilitating access to State services.

Impact

Since its implementation, Argentina.gov.ar has been consolidating as the reference website for procedures and services. It currently has 10 million visits and 6 million users on average a month. The most visited sites refer to grants, loans and welfare rates for utilities and transportation, among others. This piece of information reflects how valuable the platform is for the segment of the population with the lowest resources.

The impact Argentina.gov.ar has within the State is also to be measured. Launching this site as the official website represents a single domain strategy which allows for savings in efforts and resources, since individual government agencies do not need to invest in creating and maintaining their own websites. By August 2018, 64% of national ministries and decentralized National Public Administration agencies had been fully migrated and 18% were in the migration process.

The National System of Appointments also operates within Argentina.gov.ar; this is a single window to schedule appointments online to file procedures with public bodies. This method allows to schedule demand and to provide services in a faster and more agile fashion. More than 70,000 appointments for 36 enabled procedures have been scheduled since it was first implemented in January 2018.

Institution: Undersecretariat of Digital Government of the Argentine
National Ministry of Modernization
URL: <https://www.argentina.gov.ar>

Argentina

2. Mi Argentina

The digital citizen profile, *Mi Argentina* (My Argentina), is an easy and secure way of accessing State digital services in one single place. It enables all interactions to be managed personally through Internet or a mobile app.

Users can view their identifications, such as the national identification card, the driver's license and the proof of their single work identification code (CUIL, in Spanish) among others, in order to verify the information and its validity, to schedule or cancel appointments with government agencies, to follow up on their procedures and claims with the Provinces, or to manage and obtain personalized information about disability benefits, health and social services, among others. The list is constantly growing.

The profile reverts the traditional relation between the State and the citizen and proactively sends personalized notices about payment dates or reminders on due dates and appointments. It anticipates people's needs by offering timely information so that the citizen does not have to look for it.

Mi Argentina sets the future of legal and digital personal identifications as an evolution away from physical documents.

Said tool is available to those who need the State the most, thus, making access to Internet more democratic by employing it to serve socially vulnerable sectors. It directly benefits those in the *HACEMOS FUTURO* program (Making a future) which promotes education, training and labor insertion through incentives and economic support for sectors currently excluded from formal market.

Impact

Mi Argentina already has more than 3 million accounts and more than 1 million registered users who can access 32 services now enabled in the platform: identifications, driver's profile, health profile, disability, *HACEMOS FUTURO* (specific information on social benefits), customized information according to the area of residence.

Personalized notices are issued proactively to provide citizens with segmented information, for example, social security payment dates, procedure status, renewal dates for identifications, certificates and licenses, appointment reminders, and requirements for attending an appointment, among others.

After more than 150,000 app. downloads in Android and IOS, citizens can now have all state digital services at hand in an easy and secure way. The app. has a "citizen care survey" which more than 2,000 people have already used to describe their experience with Public Agencies, regardless of whether they were helped in person, over the phone or via email; so it allows to analyze and improve care.

The system is consolidating as the solution to simplify interactions between citizens and the State. For example, Argentina recently modified its legislation on organ donation and 37,000 people have already expressed their will to become a donor or not. This expression (whether affirmative or negative) is one of the identifications available in the profile.

Institution: Undersecretariat of Digital Government of the Argentine
National Ministry of Modernization
URL: <https://mi.argentina.gov.ar>

3. Redesigning the service to apply for a Single Certificate of Disability

For years, the experience of obtaining the Single Certificate of Disability (CUD, in Spanish) in Argentina was a long, tedious and difficult process for citizens. Something which constitutes a right did not have up-to-standard digital services, thus, it was urgent to rethink the procedure to help our citizens at that stage in their lives. How can the State support you when you are requesting a certificate that only makes your pain more evident while filing the application? By making the procedure simple, easy and accessible.

We worked as a team with the National Agency on Disability for 4 months. A procedure that used to take 7 months and consisted of 4 steps now consists only of 1. To redesign the service in one single step means implementing a Wizard that guides citizens on the requirements to apply for the CUD depending on their situation, thus, avoiding visits to the offices to check what documents should be submitted. It means launching an Internet system of appointments to schedule interviews with the Evaluation Board in order to avoid long wait times. It means integrating the CUD with the digital citizen profile at Mi Argentina to remind people of the CUD expiration date and to help them with the renewal process; and it means providing personalized information and access to new services.

To redesign services such as the CUD application means putting people who are in a very vulnerable life situation first, in front of bureaucracy, providing them with the services they deserve.

Impact

It is estimated that 3 million people have some kind of disability in Argentina. Evaluation Boards distributed throughout the country issue a single certificate of disability (CUD, in Spanish) to certify said disability in order to grant access to rights and benefits of the State. According to the National Agency on Disability, 1,405,687 certificates have been issued so far.

Until a few months ago, the application for a CUD took several in-person steps: to find out the necessary requirements depending on the type of disability and the person's age, to submit the complete documentation, to schedule an appointment with the corresponding Evaluation Board, to attend the evaluation with the Board and to pick up the certificate.

After holding interviews with people with disabilities, their families and health care workers, the requirements were agreed upon to avoid potential arbitrariness when requesting information and scheduling appointments, and the application process can now be initiated online.

The second step consisted in simplifying access to the evaluation appointment, so that people can choose the time and date that best suits them and so that they receive a reminder email with the requirements to attend the appointment.

In this regard, a strategy which included infrastructure and training to implement the National System of Appointments with the 453 Medical Evaluation Boards of the country was developed.

Finally, the CUD application process was included in Mi Argentina, where citizens can view reminders on CUD expiration dates and obtain personalized information on services, such as how to schedule an appointment to get a Vehicle Symbol.

By redesigning the CUD application process, we made the procedure simple, agile, transparent and digital, and, in addition, we support people throughout a difficult process and provide them with the services they deserve.

Institution: Undersecretariat of Digital Government of the Argentine National Ministry of Modernization
URL: <https://www.argentina.gob.ar/CUD>

4. Enrolling in Mandatory Military Service (SMO)

Military Service consists of performing specific activities of the Armed Forces (Navy, Army and Air Force) and it entails the deployment of staff in all positions in National Defense. It is mandatory for all male Brazilian citizens. Brazilians by naturalization or by choice must enroll within 30 (thirty) days of receiving the naturalization certificate or of signing the citizenship by choice. It must be done during the first six months of the year when the Brazilian turns 18 (eighteen) years of age.

Impact

The solution implemented has made it possible for citizens to start providing services in a digital manner without having to move

physically to a military institution. In this way, the citizen can enjoy his time better and there is an added value to the service, which becomes more comfortable and convenient. Approximately US\$28,300 were saved for society by digitalizing the service. For the institution, the savings have been US\$43.5; for a total of approximately US\$72,000.

Institution: Military Service Directory of the Armed Forces
URL: <https://www.alistamento.eb.mil.br>

5. Passe livre - application and renewal

The *Passe livre* (Free Pass) program is a central government service for people with disabilities who do not have resources to travel in between Brazilian states. It enables people with disabilities and low income to exercise their right to come and go as expressed in the Brazilian Federal Constitution of 1988. It is implemented through the use of assistant technology of screen readers for people with complete or partial blindness and translators for people with hearing loss. In addition, it consists of multimedia resources such as videos.

Impact

As a result of the implementation of this solution, citizens with reduced mobility do not have to go to a postal office or care

center to apply for the benefit. Seven hundred thousand people have registered to the program, out of which 200,000 currently receive the benefit. Approximately 8,000 authorizations are issued a month.

The digital transformation of the service has eliminated the bureaucratic parts of the procedure and has satisfied the wishes of 2 million people with disabilities who can apply for the service. The total savings of digitalizing the service for society and government have added up to US\$1,750.

Institution: Ministry of Planning.

URL: <http://portal.transportes.gov.br/passelivre/o-programa/index.html?como-pedir>

6. Digital Citizenship Platform - PCD, in Spanish

It consists of a technological platform which functions as a single and integrated federal government channel to provide information, including citizen digital authentication, while providing systemic integration between agencies as public service providers as well. It was formally created by Decree N. 8,936 of 2016 and its objective is to broaden and simplify access to digital public services, among other things. PCD incorporated a set of methodologies and solutions to support government agencies in accelerating the digital transformation of services. Among these solutions, we can find: a single digital access mechanism for users, a tool to apply and keep track of public services, a user satisfaction assessment tool and a panel to monitor the performance of public services. The legislation mandates agencies develop a plan to integrate to PCD.

The platform's main mechanism is the Services Portal which gathers the offer and access to digital public services. It can even be used on mobile devices, thus avoiding travel time, long queues and the need to have citizens authenticate their documents.

One technological solution completely automatizes flow for users and agents. The digital transformation enables users to file electronic applications, as well as to track, schedule, receive notifications and messages and evaluate services. It enables agents to create flow, control demand, control time assigned to each step, produce adaptable reports and integrate to other systems.

Citizens can also evaluate public services on the portal to facilitate continuous improvement. Statistics calculated in September 2018 point out that 67% of users evaluated positively the services received.

PCD includes methodology to measure service costs and a census on federal public services. The results of the census regarding federal agencies can be found at <http://inova.gov.br/wp-content/uploads/2018/03/RELATORIO-VERSAO-DIGITAL.pdf> and they have already been included in the Services Portal.

Impact

The PCD has broadened the digital government transformation by automatizing government services, making it possible to fully digitize a face-to-face service in less than three months. Another important component of the process is the single log-in, with which citizens can access all the digital public services of the Services Portal with a single registration and password.

In addition to being more practical and agile for citizens and business people, the transformation to digital public services also promotes government cost reductions and helps overcome difficulties currently encountered in face-to-face care.

There are 1,700 federal public services already in the environment; more than 40% are fully digital. In addition to checking information and initiating services, citizens can evaluate the public services provided and request the simplification of services (<http://www.simplique.gov.br/>). By September 2018, 963 recommendations had been received to improve services.

Among the services available in the Services Portal we can find: "Passe Livre" which guarantees free interstate bus transportation for people with disabilities and lack of resources, the International Veterinarian Certificate (CVI) for traveling with animals and the federal government requirements for real estate services (asset registry, asset disposal, collections, etc.) among others.

It is important to point out that a care center via chatbox is under implementation in the portal for 95 services and, in addition, digital means of payment are under development.

Mentions: Runs for Public Software.

Institution: Ministry of Planning.

URL: <https://www.servicos.gov.br/>

Brazil

7. Providers registry and update (SICAF, in Spanish)

This is the Unified Registry System for Providers (SICAF, in Spanish) which displays the registry of material and service providers of the central government bodies and agencies and is linked to the Integrated System of General Services. These solutions use the single log-in from the services portal (*Brasil Cidadão*) and a digital certification. The registry was simplified so documents are no longer submitted in person. Does not run for any special mention. Answers should be provided in a simple language, avoiding the use of acronyms, slang and foreign words. In case there is a request to review procedures or rules in order to simplify services, the suggestion is taken to the Permanent Committee on the Reduction of Bureaucracy of each institution. In the case it is approved, the request may be implemented with the support of the citizen, controlling execution within a proposed deadline. Claims due to the improper request of documents and reports filed will be handled by the competent body and monitored by the General Ombudsman of the Union.

We do not aspire to any special mentions.

Impact

The solution implemented facilitated and streamlined the registry of companies by deactivating 1,800 care sites for submitting physical documents. There are currently 387,000 active providers to the federal government and 1,855 registry units. The digital transformation of the service generated annual savings for US\$15,600

This solution is integrated to the Government Procurement Portal *Gubernamentales - Comprasnet* where almost all the federal government calls for tender are held.

Institution: Ministry of Planning.

URL: www.comprasgovernamentais.gov.br/index.php/sicaf

Brazil

8. Simplify!

This is an electronic form which receives from citizens and companies: suggestions to simplify processes, reports on improper document requests and claims against public services; and they all have to be answered within a given period of time.

The service was established by Decree N. 9,094 / 2017 - referred to as "The Simplification Decree" and it is regulated by Joint Regulation N. 1/2018 of the Ministry of Transparency and the General Comptroller of the Union (CGU, in Spanish) and the Ministry of Planning.

Impact

Simplify is an innovative proposal to manage the requests to simplify user care in public services of all agencies since it is linked to the Ombudsman System (e-Ouv, in Spanish) of the General Ombudsman of the Union. It is available in a web environment and

has a responsive design so it can be accessed on any computer or mobile device.

Requests for simplification can also be sent to government bodies and agencies by other means, such as letters or other systems. In this case, however, the documents must be digitalized and uploaded to e-Ouv.

The services listed in the form provided by CGU are the same ones reported by the government bodies and agencies in the Federal Government Services Portal.

Institution: General Comptroller of the Union (CGU in Spanish) and the Ministry of Planning.

URL: <http://www.simplifique.gov.br>



excelGOV Awards: 2012 ceremony.

9. Center for Digital Public Innovation

In order to encourage public value creation through the use of information and communication technologies and alternative methods of innovation, the Ministry of ICTs in Colombia (MINTIC, in Spanish), the United Nations Development Program (UNDP) and the United Nations Department on Economic and Social Affairs (UNDESA) agreed to create the Center for Digital Public Innovation (CIPD, in Spanish) in 2013.

Recognizing that universities, the private sector and social organizations have high skills available to resolve public issues, and recognizing that this task is not exclusive to the State, the CIPD attempts to streamline an ecosystem where different stakeholders create public value by leveraging on innovation methodologies and digital technologies.

The purpose of the Digital Government Policy of the MINTIC is “to promote and harness the use of information and communication technologies to strengthen the State and competitive, proactive and innovative citizens who can generate public value in an environment of digital trust.” Thus, CIPD creates value by working on both ends of the spectrum:

- (a) With public agencies, it develops the capacity to hold innovation exercises based on real citizen needs. These must be developed jointly with citizens through research or training and inspired by projects led by the Center itself.
- (b) With citizens, it provides resources, connections, tools and methodologies that open opportunities for effective problem solving, in particular, with the private sector, universities and civil society.

Impact

The Center for Digital Public Innovation is a streamlining agent (that develops capacities, manages knowledge and grows the community) and it is a laboratory that develops its own solutions to inspire others; therefore, the impact of the Center, measured in terms of the value it grants to the digital government, is based on three main elements:

- (1) On the resources and opportunities it creates to empower different citizens to become proactive in public value generation. In this regard,
 - It has leveraged 1.8 billion pesos (US\$598,000) in different services and initiatives for the ecosystem.
 - It has created more than 400 pieces of content on public digital innovation which can be found in the official website: centro-

deinnovacion.mintic.gov.co, or in the YouTube channel: <https://www.youtube.com/c/centrodeinnovacion>.

- It has organized the Innovation in Digital Government Awards - Indigo in 5 editions. More than 700 projects from public and private sector agencies which use innovation and ICTs to resolve problems, improve State performance and generate comprehensive actions for implementing the Digital Government Strategy have been evaluated as part of the Awards.
- (2) On its contribution to consolidate the culture of innovation within public agencies. In this regard,
 - It has carried out 130 culture diagnostic surveys in public agencies to set the baseline and identify areas of opportunity and improvement where to innovate.
 - Through its program Catalyst for Innovation, it has trained more than 110 leaders from agencies and organizations who have developed projects on topics, such as mobility, public health, coexistence, safety or risk prevention throughout the country.
 - It has consolidated an event on digital public innovation, experience, which gathers different players, initiatives and organizations for the ecosystem of digital public innovation in order to exchange experiences, lessons learned and methodologies.
 - (3) On the benefits earned from the solutions and methodologies of its laboratory, which are meant to benefit end users as well as agencies and organizations which want to develop their own exercises. In this regard,
 - It has supported anti-smuggling efforts with an analytics prototype and AI for profiling suspicious shipments at Customs. This has become a real solution thanks to resources provided by the National Department on Tax and Customs (DIAN, in Spanish)
 - It has contributed to sustainable tourism in areas affected by armed conflicts through a prototype for experience sharing, called Macana, which helps families from Sierra Nevada de Santa Marta who need to supplement their source of income.
 - By means of an incentives program for Colombian university research groups, it has developed a block-chain prototype that authenticates documents.

Institution: Ministry of ICTs

URL: centrodeinnovacion.mintic.gov.co

10. Virtual Agency

The General Directorate of Civil Registry, Identification and Card Issuance of Ecuador aims at implementing models to provide accessible public services, with quality standards to meet citizens' satisfaction, and it also aims at simplifying administrative and operational processes and procedures.

In order to achieve this goal, the electronic platform "Virtual Agency" was launched on June 22, 2017. This platform enables citizens and public and private institutions to make queries, validations and transactions from the comfort of their homes or offices; it is no longer necessary to go in person to an agency office.

Once a user is registered, it can request or cancel online vital records in electronic format, such as birth certificates, marriage certificates, common law relationship certificates, identifications, marital status records and death certificates, for children under 18 years of age, deceased parent, partner or spouse. Moreover, citizens can check their status as organ or tissue donors and request duplicate IDs online. Credit card payments are accepted as an alternative for those who do not have cash available.

Certificates issued by the Virtual Agency hold an electronic signature and are validated online, so their legal validity is guaranteed. The certificate is valid for three months and it is good for three validations; after that, an electronic invoice is issued for each service and sent to the user's email address.

Impact

Undoubtedly, the main impact of the "Virtual Agency" is to facilitate citizens' lives. It simplifies access to services and products provided by the Civil Registry of Ecuador and it provides an alternative to in-person services; in addition to saving citizens' time and travel money, it takes crowds away from the agency offices.

Since the Virtual Agency was launched until July 31, 2018, approximately 40,000 certificates had been issued; the most commonly requested one is the birth certificate, 22,821 have been issued so far, followed by the marriage certificate, 15,901 issued, and the marital status record, 2,093 issued.

In order to provide universal access to the Virtual Agency and to support citizens who lack Internet access, 854 info-centers in 728 churches all over the country have been opened to guarantee access to this website. Info-centers are offices with several com-

puters with free Internet access where a trainer helps and guides citizens to use the tool.

With the Virtual Agency of the Civil Registry, Ecuador strengthens its offer of electronic services. Previously, the Citizen Identification Portal had been made available to citizens and institutions to validate people's identities, and REVIT had been launched to record live births via web, always considering user satisfaction, quality services and the contribution to electronic government.

This web service is available at national and international level, so our fellow countrymen who reside abroad can benefit from it as well. The Virtual Agency works with Civil Registry Certificates in electronic format issued via web or at national agencies as well. In addition, electronic invoicing has been implemented to pay for services. This helps users become familiar with web-based service requests and with technology at the same time.

It is important to highlight that a public or private institution that accepts the electronic certificate must validate it at virtual.registrocivil.gob.ec by entering the certificate number found on the bottom left hand corner or, otherwise, by scanning the QR code with a mobile device.

Certificates issued by the Virtual Agency include several safety features and must be validated by the receiving institution at virtual.registrocivil.gob.ec on the validation tab. Only the information displayed on the window generated by the validation system of the Civil Registry is considered to be valid. The certificate is valid for two months and it allows for up to three validations; in addition, it does not need to be legalized or printed.

Institution: General Directorate of Civil Registry, Identification and Card Issuance

URL: <http://virtual.registrocivil.gob.ec/>

11. FirmaEC (SignatureEC)

In 2008, Ecuador started using an electronic signature system based on applet for transversal systems, but this technology is no longer supported by any browser.

Taking this as precedent, the MINTEL worked to improve the electronic signature system and in November, 2017 launched FirmaEC as a transversal system that allows to sign and verify electronic documents and to validate digital certificates issued by the State of Ecuador, regardless of the operating system and browser used.

The main features of FirmaEC are: it is compatible with most web browsers; it has information on the signer encrypted in several extensions: pdf, xml, Microsoft Office supported documents and Libre Office; it works under any desktop operating system; it does not depend on virtual machines; it has been developed in JAVA, programming language, to work under any server running free software: OpenJava, WildFly and PostgreSQL.

The system's source code is available at the National Repository of Free Software (www.minka.gob.ec) under license GPL V3.

Impact

FirmaEC has had a strong impact in facilitating the lives of citizens and public officials, generating savings in costs, time and travel expenses, while encouraging transparency in government processes. A clear example is the implementation of FirmaEC in the Document Management System Quipux, which was launched on June 23, 2018. In approximately 2 months of deployment, more than 12,000 public officials and 600 citizens have already obtained an electronic signature and 1,126,317 documents have been signed, bringing about a positive impact on the economy and the environment.

Mentions: Runs for Public Software.

Institution: Ministry of Telecommunications and Information Society - Undersecretariat of Electronic Government

URL: <https://www.firmadigital.gob.ec/>

12. Productive Intelligence Portal

The productive intelligence platform is an open government tool to follow up and control proposals filed by different production round tables within the framework of the national round table, where citizens, companies and scholars become key players to support the institutions in charge of managing said proposals. At the same time, it provides Ecuadorian and foreign businesspeople with relevant information to invest in Ecuador, such as economic figures and productive data, studies, single provincial competitiveness index, procedures to consolidate public-private partnerships and special areas for economic development. In reference to the production round table, it allows to group proposals into production pillars, in order to generate potential productive alliances.

Impact

The "Productive Intelligence" platform has 1,203 registered proposals arising from the production round tables; of those, 1,064 are for the competitiveness round table and 139 for the Advisory Council on Production and Tax.

In order to respond efficiently to proposals, the platform has been linked to 37 public institutions. One hundred of these proposals have already been concluded and 500 activities have been recorded in response to the production round tables and the remaining activities are under development by the responsible institutions.

The average is 50 proposals per province; 45% of which relates to SMEs, 15% to artisans and 12% to popular and charitable economy.

The proposals are aligned with the Single Provincial Competitiveness Index while the main issues are economic performance, internalization, openness and comprehensive development of people. In turn and in keeping with the area of work, the majority of the proposals relate to topics such as marketing, local advertising, agricultural industry, productive development and investment.

This IT platform is the foundation of the "National Round Table" between the Presidency of the Republic of Ecuador, the National Secretariat of Policy, the National Secretariat of Planning and Development and the Secretariat of Communication, in order to keep track and monitor this production round table with a clear and automated methodology. Joint work between these institutions has generated State savings by fully harnessing resources such as the IT platform and its methodology, while enabling correct inter-institutional communication at national level.

Mentions: Runs for Open Data

Institution: Ministry of Industry and Productivity

URL: www.inteligenciaproductiva.gob.ec

Ecuador

13. National Network of Community Info-centers

In order to reduce the digital divide and to provide special care to vulnerable groups, the Ministry of Telecommunications and Information Society has set up technology centers at national level to provide access to ICTs. These are known as “Community Info-centers” and they are a tool for community development because they follow a model of “entrepreneurship ecosystem” which allows citizens to set their objectives and create the best conditions to start up a business. They support citizens from the moment ideas are conceived until they become a success story through the interaction of different players.

Moreover, the Info-centers host the “National Plan on Digital Readiness,” which consists of 13 training courses ranging from introduction to ICTs to their application in business. Agreements with different institutions have made it possible to have access to virtual training and employment platforms, as well as to a virtual high school for school dropouts. Moreover, public institutions (Ministries, GAD, Secretariats, Civil Registry, SRI, etc.) use Info-centers to train citizens on the use of government tools.

Impact

There are in Ecuador 823 Info-centers and 25 Mega-Info-centers located in 736 parishes in rural and urban marginalized areas throughout the country, which have received more than 17 million visits. The centers are equipped with the technological infrastructure and connectivity required to guarantee citizen access to information and communication technologies.

Around 700,000 citizens have been trained in the community info-centers on the use of information and communication technologies, increasing their skills and knowledge, and, in addition, 500 ventures have been developed and are at different development stages.

Institution: Ministry of Telecommunications and Information Society.

URL: <http://infocentros.mintel.gob.ec>

El Salvador

14. Mobile Application of the National Welfare Lottery (LNB, in Spanish)

This smartphone application available on Android (4.0+) allows our customers to see updates on the amount of the main jackpot and check prizes by manually selecting the lottery and entering the ticket number or by reading the bar code printed on it with a smartphone camera.

Impact

It provides immediate and easy access to prize information to anyone with an Android smartphone (4.0+) preventing incorrect collection of prizes.

Institution: National Welfare Lottery

URL: <https://play.google.com/store/apps/details?id=sv.gob.lnb.mobile&hl=es>



Mission to Korea of the winners of the excelGOV Awards 2014.

15. Family File Information System (SIFF, in Spanish)

This tool manages the Family File used by Family Health Care Community Teams (ECOSF, in Spanish) under the new health care model. It is part of the Single System of Health Information (SUIS, in Spanish) and it consists of two components:

(1) SIFF App.: It is a geo-referenced Android mobile app. that locally stores housing and health variables of the Family File in the areas where ECOSF is involved. This information is later sent to the SIFF central web server using a mechanism of periodic synchronization through a network of Wi-Fi hotspots connected to the institutional intranet.

(2) SIFF Web: This component consolidates at national level the information sent by the SIFF App. and it enables, in a timely manner, real time reviews of the housing and health variables of the Family File in the areas where ECOSF is involved. In addition, it is inter-operable with the Single Registry of Participants (RUP, in Spanish) of the Technical Secretariat of Planning of the Presidency which, in turn, is used to grant welfare programs of the Central Government.

The purpose of the system is to have information available: (1) to map and track all individual and family variables, including, risks to families, (2) to keep nominal records and follow up on women of child bearing age and their different conditions, on children under 5 years of age, on infant deaths, on the elderly and on the population, in general, by means of continuous assessment and risk evaluation, (3) to develop participatory health care plans in cooperation with different community players, and (4) to focus social interventions on the most vulnerable communities.

Impact

The application of the tool constitutes a quality leap on how the information of the Family File is used by ECOSF and the authorities of the Ministry of Health in order to carry out vulnerability and risk analysis. After it was integrated to the Single Registry of Participants of the Technical Secretariat of the Presidency, the Family File became a tool to gather the efforts of the Ministry of Health and other government institutions of El Salvador (GOES, in Spanish) which together form the Universal Social Protection System (SPSU, in Spanish), thus, it became a useful tool to plan and target social interventions on the most vulnerable communities.

Maintaining and updating the Family File in electronic format resolved all the problems identified in the handwritten process. The following advantages were identified:

1. The time it takes to collect the information of the enrolled families was reduced from 6 months to 2 and a half months. In addition, ECOSF does not have to interrupt its other activities: comprehensive care and field visits, among others, to complete the update process.
2. There is no need to hire staff outside the Ministry of Health to upload the information to SIFF, since the electronic Family File is designed to synchronize data with the SIFF server every time it is necessary; and, at the first line of care, there are 108 Wi-Fi hotspots with access to the intranet for that purpose.
3. Human errors have been reduced since the electronic version has category of information validations.
4. Valid and updated information is available in real time.
5. Consolidated information, but no nominal data, has public access.
6. SIFF Web is the main source of information employed by ECOSF in the health planning process for the community. This process requires the active participation of the population, who is co-responsible of it, to have an impact on the social determination of health care. This is achieved by means of round tables, and the execution of the Participatory Community Diagnostics (DCP, in Spanish), as well as, an Analysis on the Health Situation (ASSI, in Spanish) and an action plan.

With all these measures, the Ministry of Health has placed free ICTs to the service to Primary Health Care, which can now count on an updated geo-referenced information system. This system keeps track of each individual and family enrolled in the Comprehensive Health Care Model with a Family and Community Approach, and, in addition, it promotes mechanisms of social participation in health care by developing planning spaces under the joint responsibility of the population and by facilitating social control processes.

Mentions: Runs for Public Software.

Institution: Ministry of Health, (MINSAL, in Spanish)

URL: <http://gitlab.salud.gob.sv/SIFF/siff>

16. Environmental Health Information System (SISAM, in Spanish)

The Environmental Health System (SISAM, in Spanish) is an IT solution that automatizes all processes from the different areas of the Office of Environmental Health of the Ministry of Health. It is part of the Single System of Health Information (SUIS, in Spanish). One module on Management and Control of Food and Beverage is currently implemented and it holds the following sub-modules:

(1) Registry of Companies/People: This is the main sub-module and it registers national or foreign companies/ people who wish to produce, import or trade with food and beverage in the country.

(2) Registration and Renewal of Food and Beverage Safety Records: It issues and renews the safety records for food and beverage and the Free Sale Certificate for exports.

(3) Mutual Recognition of Food and Beverage: It facilitates the process to accept safety records of food and beverage issued by the member countries of the Central American Customs Union, which, in turn, is connected to the Regional Integration System of Food Safety Records (SIRRS, in Spanish).

(4) Food and Beverage Imports: It permits food and beverage imports registered or recognized in the country.

(5) Electronic payment of Food Safety Records and of Mutual Recognition of Food and Beverage Records: This module is linked to the Imports System SIMP (CIEX-BCR) and it takes online electronic payments for the procedures to obtain and/or renew a safety record or a mutual recognition of food and safety, and for the laboratory tests carried out on food and beverage to be marketed in the country.

Impact

(1) Registry of Companies/People: A digital file has been created for each company/individual who produces, distributes or markets Food and Beverage. It is a resource for consultation available all the time to companies and people, as well as to the technical area of the ministry. There are currently 820 companies and 364 individuals registered.

Time and costs have been reduced for users since they no longer have to submit authenticated documents of the company or individual for each procedure with the ministry. Once the company/individual record is approved, they do not have to submit any documents again until the expiration of said record.

(2) Registration and Renewal of Food and Beverage Safety Records: There are currently 6,762 registered and renewed products with an online file in order to ensure its management and control. Information search times have been optimized for companies/individuals, as well as for the technical area of the Ministry.

In addition, approval times have been reduced too. Users no longer have to wait for hours to be served and any comment in reference to the procedure is sent by the technician of the Food Unit via the System, thus the physical queue has disappeared.

(3) Mutual Recognition of Food and Beverage: The procedures for the mutual recognition of food safety records from Costa Rica, El Salvador, Guatemala, Honduras and Nicaragua are now agile, simple, harmonized and automated, thus promoting better trade exchange between these countries since there are now more recognitions and a greater diversity of products.

There are currently 2,320 products recognized by the framework of the Central American Customs Union through the interconnection with the Regional Integration System of Food Safety Records (SIRRS, in Spanish). In this way, trade and economy have been strengthened in the countries of the region.

(4) Food and Beverage Imports: There are currently 309,257 registered products imported from all over the globe. Ministry technicians can authorize imports in a more agile manner and the users can fill their applications online and save time.

Customs officers can now view the approved requests to import on the system, so the time for products to clear customs have been considerably reduced as well.

(5) Electronic payment of Food Safety Records and of Mutual Recognition of Food and Beverage Records: Paying for procedures is now fast and easy thanks to the interconnection between SISAM and the imports system of CIEX-BCR, which enables online 24/7 payments for the different services from anywhere in the world. Electronic payments are accepted for requesting and renewing safety records and for mutual recognition of safety records, as well as for laboratory tests.

There is an agreement under development with the Ministry of Finance that will allow all payments to be made with an Electronic Payment Number (NPE, in Spanish).

Mentions: Runs for Public Software.

Institution: Ministry of Health, (MINSAL. In Spanish)

URL: https://sisam.salud.gob.sv/admin/login?_moduleSelection=1

17. Management Information System - eTAB

This is a Business Intelligence tool which supports decision making and quality management and which helps with data analysis and reporting through dashboards (with different types of charts, including maps) and OLAP cubes, as well as with ETL (extraction, transformation and loading).

It is part of the Single System of Health Information (SUIS, in Spanish). and it has a module to issue and manage web forms to collect special data at national level.

It includes a specific module to support and manage continuous improvement of quality. It has the following features:

- Planning criteria, indicators and standards through the use of web forms,
- Self-evaluations by people responsible of health care services,
- Analyzes of evaluations in dashboards tailored in particular for quality, and
- Finally, management of improvement plans.

Impact

The performance of actions can be viewed, shared and monitored by means of data from the transactional systems and other sources, from a national to a local perspective.

It is important because it provides access to information necessary for evidence-based decision making. Data may be sourced from other IT components of SUIS or may be gathered through ad-hoc forms in the applica-

tion itself. The analysis can be done by viewing the information directly online in charts and interactive forms or by exporting it in a table format.

Currently, it has 183 connections to different data bases from where it takes 322 data sources to calculate 263 indicators (it can be much more), and there are more than 2,900 users at different levels.

Moreover, it can be used to report on the progress of various programs and projects without any effort. For example, it can be used to keep track of the indicators of the *Salud Mesoamericana* Initiative (ISM, in Spanish) of the IDB, or to track the implementation of technological or health care projects.

One specific module is used to monitor the quality of health care services using the Edwards Deming cycle (PDSA) as a strategy for continuous quality improvement. For the last two years, quality is measured on a monthly basis in the 30 National Hospitals and in approximately 20% (125) of the primary health care centers (this is under development because not all the centers have Internet access).

Mentions: Runs for Public Software.

Institution: Ministry of Health, (MINSAL in Spanish)

URL: etab.salud.gob.sv (pedir usuario y clave a roberto.lopez@redgealc.net)

18. Maintenance Computer System (SIM, in Spanish)

It is part of the Single System of Health Information (SUIS, in Spanish). It supports and meets the needs of users in the maintenance processes, such as: Administration of catalogs (Administrates agencies of the Ministry of Health, companies, employees, contracts, medical equipment). Technical Inventory (Enhances inventory managing equipment technical data). Management of maintenance service requests (Creates and follows up on requests for maintenance; users and maintenance staff can check, cancel or transfer the requests). Management of work orders (Creates, initiates, concludes, checks, transfers and cancels work orders which together with the associated reports are the source of the life files of the technical inventory that receives maintenance). Preventive maintenance plan (Creates an annual program of preventive maintenance for the equipment that needs it. Appoints staff responsible of the execution of the preventive maintenance plan. Defines maintenance routines and when each maintenance should be done). Report creation (Creates reports necessary for administrative procedures done within the maintenance area. Prints maintenance service requests, work orders, work order reports, equipment life files, equipment technical specifications, etc.).

Impact

The area of General Maintenance of the Conservation and Maintenance Unit of the Ministry of Health performs different tasks but its main function, in keeping with its name, is to provide maintenance services to the different facilities of the Ministry by means of its sections (Building and furniture, Electro mechanics, Medical Equipment and General Mechanics). It provides services to 30 hospitals, 5 regions (central, metropolitan, para-central, western and eastern) and to the Community Units of Family Health (UCSF, in Spanish) in different ways. The objective is to have a detailed control over the processes done.

The Computer System SIM will help plan and control maintenance services, follow up on work orders and manage the useful technical inventory in dynamic ways. It has a flexible structure that can expand with new features and new equipment, tools and spare parts and it can manage routine work for preventive maintenance (monthly, bimonthly, quarterly, semi-annually, annually, etc.) and corrective maintenance for the various facilities of the Ministry of Health. The objective is to strengthen and facilitate management and execution of maintenance and conservation services in a timely and efficient manner and, as a consequence, guarantee the adequate operation of infrastructure, facilities, equipment and other material and technical resources required for providing services efficiently in the offices at Higher, Regional and Local level, thus offering quality health care services to the population.

Currently, the area of General Maintenance alone responds, on average, to 3,600 services requests per year. Considering that the Ministry cares for approximately 74% of the population within the hospital network, with a rising trend, it is estimated that the number of maintenance service requests will grow proportionally. Therefore, it is extremely important to put the resources of the Area or Department of Maintenance to good use to manage to meet demand. To meet this objective, the Computer System SIM must be implemented to better plan and manage maintenance services provided.

Mentions: Runs for Public Software.

Institution: Ministry of Health, (MINSAL. In Spanish)

URL: <http://sim.salud.gob.sv>

19. Comprehensive System for Patient Care (SIAP, in Spanish)

This is a computer system which works as an electronic health record (EHR) to manage the information of patients seen at the different health care levels of the Ministry of Health. Its objective is to improve services and care provided to users.

It is one of the key components of the Single System of Health Information (SUIS, in Spanish). It was developed in order to simplify staff duties, facilitate care processes, manage and control health data of people and support efficient use of resources. It has specialized modules: Patient identification (It has features such as search, identification and recording); Appointments (It manages patient appointments); Medical offices (It holds the patient's medical charts according to their life situation --children, teenagers, pregnant women, etc.-- and the medical specialty); Pharmacy (It receives prescriptions, dispenses medications, updates and manages medication inventories); Laboratory (It takes and handles patients' samples and manages test results); Imaging (It consists of taking X-rays and managing their digital visualization).

Impact

The Comprehensive System for Patient Care has benefited patients attending different health care centers at all levels of care (whether, primary, secondary or tertiary level). One of the main benefits has been the reduction of patient wait time. For example, staff does not have to look for the patient health record manually, nor archive large amounts of physical documents any longer. On the contrary, they can do a quick search with different parameters and even identify the patient through the Identification Number or Single Birth Code, avoiding overlapping information.

With regards to scheduling, an electronic agenda for each doctor allows to control better the time assigned to each appointment and the schedule. Patient appointments are scheduled more efficiently in the shortest time possible.

The patient's full medical chart is available for doctors to consult and record vital signs, check-ups, physical findings, diagnosis, medications, lab work or anything else depending on the patient's stage in life.

By checking in the system prescriptions and medications dispensed to patients, you can have an overview of treatments received to restore health and, at the same time, avoid over-dispensing in patients who visit several specialties in the same facilities. All this translates into direct resource savings. The pharmacy personnel can view in real-time medications consumed and in stock while dispensing. This helps decision making. It is easier to request and review lab results, which are now available in time and manner in out-patient offices, as well as in emergency areas and in-patient settings. So that immediately after the lab detects and confirms a disease, the adequate treatment can be prescribed. It is integrated to lab equipment running automated tests so that there is communication to send tests and results between the teams and SIAP. The digital imaging module implemented so far in pioneer hospitals of the area has reduced costs associated to the use of x-ray films. For example, Hospital San Rafael (2nd level of care, Departmental) saves approximately \$50,000 per quarter.

In general, SIAP has a direct impact on the efforts to support patient health and it improves the quality of care, while making it easier for health care staff to carry out their tasks and duties.

Mentions: Runs for Public Software.

Institution: Ministry of Health, (MINSAL. In Spanish)

URL: <http://gitlab.salud.gob.sv/SIAP/siap>

20. Online Birth Certificate

The birth certificate is an essential legal identification document for people. This document makes all Mexicans eligible to fully exercise rights such as the right to education, employment and health. By making it available anytime, anywhere and in any device with access to Internet, we have made it more democratic. Regardless of where the people are from or where they are when they need it, they can have access to it right away.

In order to facilitate access to the most important identification document, a task force was formed between the governors and the 32 civil registries of each state, in cooperation with the Federal Government, the Office for the National Digital Strategy and the Digital Government Unit of the Public Service Secretariat. A multidisciplinary and inter-institutional team was formed. The dynamics of collaboration was innovative and it created a collaborative environment that allowed for great advances and results in a few months. The portal could be used for consulting and validating: www.gob.mx/actanacimiento. All this is the result of good inter-institutional practices for the benefit of Mexicans.

The project "online birth certificate" works in the 32 states. With the implementation of this digital services, any Mexican individual can obtain a certified copy of his/her birth certificate at the portal of the Single National Window, www.gob.mx/Actanacimiento. This service is available 24 hours a day, 7 days a week, all year round.

Impact

Collaboration involved the 32 states, the country's public records, the National Population Registry, the Public Service Secretariat and the Office for the National Digital Strategy. Agreement was reached on criteria to use a single and homogeneous format.

It was agreed that it would use a QR code, a bar code and a bi-dimensional code with encrypted information that validates that the information in the document is official through the portal gob.mx or through free QR code applications.

When accessing the service, you can search by the Single Identification Code of the Population Registry (CURP, in Spanish). This is a source of confidence and it is generated by the Government Secretariat. It has 18 characters that identify an individual per-

son. The system can verify, from the same source, the information and data to obtain the birth certificate online. Thus, the digital service becomes easier.

So far, 1,790,287 birth certificates have been issued online.

90% of users prefer online services and payment.

User satisfaction is at 93% according to more than 741,181 surveys responded.

The landing page has more than 29 million visits.

The form has more than 15 million visits.

There have been more than 1.1 million visits to validate birth certificates.

The previous process to obtain the birth certificate took approximately 14 hours between travel time and waiting in line. That time has now been reduced to less than 5 minutes total.

The policy to implement the online birth certificate targeted Mexican citizens residing in remote areas or for whom traveling to a civil registry office would imply high costs in time and money. However, Mexican citizens residing abroad also benefited from it. A clear example are the Mexican citizens living in the United States who needed their birth certificate for their migration process, but could not travel to their original civil registry because they could not leave the country. Issuing the document online implies people can obtain it wherever they reside.

The experience was positive in terms of costs and benefits since users of the digital service score it with 93% citizen satisfaction and prefer the digital channel rather than doing it in person.

Institution: Office for the National Digital Strategy of the Presidential Office / Digital Government Unit
URL: www.gob.mx/ActaNacimiento/

21. Electronic Professional Identification Card

The Professional Identification Card is the document that certifies that a person has the knowledge to practice a profession. In the past, the procedure to obtain the Professional Identification Card was done completely in person. The procedures were not inter-operational. Each educational institution carried out an internal procedure and recorded it with the Public Education Secretariat independently. Likewise, these procedures were not standardized and requirements differed. Under this situation, the procedure took 4 months after all the requested documents had been submitted. There was no information available on the status of the procedure until it was concluded, so there was a chance that it could be rejected in the end due to lack of information. Often times, professionals who lived outside the City of Mexico would travel to the central offices in an attempt to reduce the time to obtain the identification card.

The current digital service allows professionals to identify themselves by means of an electronic signature. The system displays their academic history. Professionals select the document to request (degree, professional identification card or duplicate) and pay online. A tracking number is assigned and the document is sent to their email account. It is an online process end-to-end.

Impact

The digital initiative on the professional identification card meets the needs of professionals, who used to wait 4 months to receive their professional ID after completing an in-person procedure.

This deep change towards efficient digital services was started by inter-institutional collaborative work.

Several meetings were held to raise awareness among the owners of the procedure and the educational institutions on the need to work at inter-institutional level to make data bases inter-operational, because these data bases hold the academic history of professionals, which are internally confirmed by the systems of each institution. In addition, professionals identify themselves with their digital signature to validate their digital identity in order to make the process more transparent and guarantee the correct delivery of the digital document.

The initiative on the Electronic Professional Identification Card required innovation not only in the digital format itself, but also in the way new digital services are built. It required the participation and liaison of several secretariats working in collaboration and consolidating a professional and interdisciplinary way of working focused on meeting citizen needs.

The focus on innovative collaboration fostered the transformation of one of the most tedious procedures for citizens into an innovative digital service that fully satisfies the needs of professionals.

Institution: Office for the National Digital Strategy of the Presidential Office and Digital Government Unit of the Public Service Secretariat

URL: <https://www.gob.mx/cedulaprofesional>

22. X Code

This initiative aims at consolidating national and international efforts by the industry, civil society, scholars and government to promote the inclusion of girls and women in the field of Information and Communication Technologies (ICTs).

Among its many initiatives, X Code celebrates the Day of Girls in ICTs held by the International Telecommunications Union (ITU). The objective is to encourage girls to be in touch with companies, government agencies and educational institutions to better understand the opportunities ICTs can offer them for their future.

X Code promotes social inclusion for all social groups and puts special emphasis on gender equality in reference to access and use of ICTs. Initiatives such as X Code promote the development of the industry of technologies by bridging the gender gap and incorporating women's talent in the industry, thus strengthening information society.

Impact

X Code is the answer to the world-wide gender gap in access to information technologies and to the industry of information technologies. According to ITU data, the global gender digital divide is 12% and in developing countries, like Mexico, it can reach 16.8%. This digital divide is also found in the ICTs industry where only 6% of the app. developers are women and less than 16.8% of the software developers are women. It is also found in public service, where only 19 of the 164 regulatory authorities world-wide are led by women.

Faced with this issue, X Code has promoted activities for girls thanks to the valuable cooperation of the public and private sectors on three different editions. In 2018, it also included boys; guests participated in technology workshops and conferences to encourage integration into the digital era and encourage professional careers in science and technology.

During the 2018 edition, X Code benefited 390 girls, boys and teenagers in two events. The first one was held in the facilities of the Federal Institute of Telecommunications and the second one, at the Public Library Vasconcelos. On previous occasions, X Code reached 1,500 women and girls through workshops, courses and different activities as part of the project.

After the 2016 and 2017 editions where 1,500 women and girls participated, in 2018, companies and the Office for the National Digital Strategy decided also to include boys and teenagers in the activities in order to foster an inclusive and equitable environment. In addition to the girls, boys and teenagers reached during the events and activities in the City of Mexico, other children were reached too by means of *Puntos Mexico Conectado* (Mexico Connected Sites), a national network of community centers for digital training and education which consists of 32 sites, one in each state of the Republic.

Mentions: Runs for Gender Approach.

Institution: Office for the National Digital Strategy of the Presidential Office.

URL: www.gob.mx/codigox

23. Open Contracting

In recent years, the government of Mexico in collaboration with the World Bank and the Open Contracting Partnership have been working to adapt and implement the Open Contracting Data Standard (OCDS) in the contracting processes of the Federal Public Administration.

Open data of public contracting promotes innovation in the analysis and development of tools that allow to detect possible conflicts of interest and to prevent the misuse of public resources in the purchase of goods and services.

The Open Contracting Platform was launched considering the importance and responsibility entailed in public services. This Platform includes data and visualizations of all the stages involved in the contracting processes of the Centralized Public Administration.

This site offers great benefits that can be shared with all sectors, since it allows the government to prevent corruption, ensures transparency for the private sector vendors, and promotes the engagement of the civil society, strengthening trust in institutions.

Impact

In 2015, during the Open Government Partnership Global Summit, President Peña Nieto called to implement the Open Contracting Data Standard (OCDS) for the new International Airport of Mexico City, the world's fifth largest infrastructure project.

The first stage of OCDS implementation in the New International Airport of Mexico concluded with the publication of 248 contracts worth over 127.3 billion. Later, the Standard was implemented as part of a public-private partnership *-Red Compartida-* turning Mexico into the first country to enforce the OCDS in this type of agreements. In addition, the Mexican legal framework on procurement was updated in order to include the Open Contracting principles into the CompraNet system.

As a result, a multi-sectoral team was created to understand the OCDS and adapt them to the legal framework of Mexico, paving the way for the development of the OCDS-MX approved under the Federal Law. In order to continue fostering the open contracting agenda and to institutionalize actions at the three levels of government and in all sectors, in March 2017 the MX

Open Contracting Partnership was created with the participation of the government and representatives from civil society and the private sector. The partnership was established with the aim of promoting the implementation of the OCDS in all government contracts, both at federal as well as state levels.

With the purpose of promoting efforts within the Federal Public Administration, the Public Service Secretariat, the Secretariat of Finance and Public Credit and the Office for the National Digital Strategy (CEDN, in Spanish), together with the National Institute of Transparency, Access to Information and Personal Data Protection, *Transparencia Mexicana*, the World Bank, the Open Contracting Partnership (OPC) and the Global Initiative for Transparency (GIFT), launched in November 2017 the Open Contracting Platform of the Government of the Republic, which includes data and visualizations of all the stages involved in the contracting process of the Centralized Public Administration.

This Platform includes data and visualizations of all the stages involved in the contracting process of the Centralized Public Administration in conformity with the Open Contracting Data Standard (OCDS). Today, the Platform has more than 2,400 processes underway and 32,347 completed ones.

The Platform includes data from the following systems: CompraNet from the Public Service Secretariat, Accounting and Budgetary System from the Secretariat of Finance and Public Credit, Comprehensive Module of Investment Programs and Projects from the same Secretariat.

In a first stage, users can search for information about the Presidential Office of the Republic, the State Secretariats, the Legal Counselor's Office of the Federal Executive and the Coordinated Regulatory Bodies. The plan is to gradually include more data, institutions and features into the platform.

Mentions: Runs for Open Data.

Institution: Office for the National Digital Strategy of the Presidential Office.

URL: <https://www.gob.mx/contratacionesabiertas/home>

24. Open Data Infrastructure

Office for the National Digital Strategy implements the MX Open Data Infrastructure in an effort to have a prioritized and updated list of the most valuable and highest potential data to solve public problems in Mexico.

The initiative started in 2015 as the Strategic Open Data Infrastructure (IEDA, in Spanish) in a first attempt to build a list of valuable data to guide and prioritize the publication of open data in the Government of Mexico.

In order to expand this first stage and with the purpose of better guiding the data publication at federal level, a citizen consultation was launched on the government's citizenship participation portal gob.mx/participa in 2017. More than 2,000 users from civil society, citizens and the private sector participated by choosing and voting for the data sets of greater use and relevance to have an impact on five priority topics of the political and social agenda of Mexico: 1. Fight against corruption; 2. Economic development and innovation; 3. Public services; 4. Resilience and climate change; 5. Human rights.

As a result of this exercise, the MX Open Data Infrastructure (IDMX, in Spanish) was created, including 592 data points related to the above-mentioned topics.

Impact

Open data are public goods that allow to create strategies and make better decisions for the benefit of society. Just as we need road infrastructure for transportation, we also need an Open Data Infrastructure to understand our context and undertake actions that promote the development of Mexico.

The Open Data Policy guides public institutions in Mexico in the publication of data which can be of great value to create new services, conduct an evidence-based public administration, promote economic growth and

fight corruption, among other priority objectives. Considering data as an asset of the entire Mexican population, when published in open format, they can be reused and redistributed for the benefit of society as a whole.

Through the Office for the National Digital Strategy, Mexico launched the Open Data Policy initiative followed by a Presidential Decree on February 20, 2015. By means of these actions, data of public nature generated by the agencies and entities of the Federal Public Administration and by State companies, becomes available for the population in the form of open data. In addition, the best international practices in the matter have been followed in order to facilitate data publication.

As the key pillar of this Policy, a public consultation was launched in 2015 to identify the Strategic Open Data Infrastructure, the highest valuable databases for the population, with the highest priority of publication for the government institutions. The second part of this exercise was called MX Data Strategic Infrastructure. It is currently composed of 592 data bases which have been prioritized based on the five leading topics of the Mexican political and social agenda.

The Open Data Infrastructure has succeeded in expanding the type and number of users, since the 36 thousand data bases from 259 government institutions are classified in 11 topics of interest: culture and tourism, development, economy, education, energy and environment, finance and contracting, geospace, local governments, infrastructure, health and safety and justice. In this manner, it offers diverse audiences beneficial access to public information and data, keeping the same high quality and reliability in all data provided.

Mentions: Runs for Open Data.

Institution: Office for the National Digital Strategy of the Presidential Office.

URL: <https://datos.gob.mx/idmx>

25. Interoperable Platform for Simplified Stock Corporations (SAS, in Spanish)

On March 14, 2016, the Official Newsletter of the Federation published the Decree that reforms and incorporates several provisions to the General Corporations Act, creating a new company regime called Simplified Stock Corporation (SAS, in Spanish). This new company regime facilitates the creation of legal entities, protecting the families' finances by creating a mechanism that does not risk the entire equity and adapts to the needs of entrepreneurs by operating through easy and flexible management schemes in an economical manner.

Its main characteristics include:

- Companies are administratively created with full legal attributes on the [tuempresa](http://tuempresa.gob.mx) portal.
- They can be made up by one or more members (individuals).
- Shareholders can accept liability for the amount of their contributions only.
- No minimum capital is required, and electronic means for decision-making can be used.
- Annual revenues will have a maximum of 5 million pesos.
- Pro-forma by-laws are available to facilitate the incorporation.

Based on the above, the Secretariat of Economy put in place the technological platform by which Simplified Stock Corporations (SAS) can be created. Entrepreneurs only need to register the company name in advance and have the shareholders' electronic signature issued by the Tax

Administration Service (e.firma). Through a single access point, free-of-charge and online, it will be possible to register the Simplified Stock Corporations (SAS) at the Federal Tax Payers Registry, obtain the company's electronic signature and the employer's registration at the IMSS.

Impact

- From October 2016 to August 30th, 2018, some 16,655 SAS were created, of which 71% are SINGLE-PERSON.
- More than 22,000 partners participate, 73% men and 27% women.
- The average time needed to create a SAS is 1 hour and 24 minutes.
- Every 55 minutes a new SAS is created, 24/7 all year round.
- There is an impact on gender perspective: out of 100 women who participate in SAS, 70 have a managerial position (managers). The growth in women's participation was 252% on average in the past year, compared to 110% for men.
- The business environment is optimized with an entrepreneur-oriented initiative while information technologies are used to create reliable sources of information about this type of company.

Mentions: Runs Gender Approach and Public Software

Institution: Secretariat of Economy

URL: <https://www.gob.mx/tuempresa?tab=Abre>

26. @prendemx Digital Inclusion Program

In order to implement the new Digital Education Policy, a Decentralized Body was created with the purpose of carrying out the planning, coordination, execution and regular assessment of the Digital Inclusion Program (DIP), which is aimed at promoting the development of Digital Skills and Computational Thinking in basic education students and teachers in Mexico (around 25 million students and 1.5 million teachers in 32 federal institutions).

The following digital skills are promoted, trained and assessed: critical thinking, creative thinking, information management, communication, cooperation, use of technologies, digital citizenship, self-monitoring and computational thinking.

For this purpose, the DIP contains a comprehensive ecosystem of six components: professional teacher training in the use and exploitation of ICTs in the classroom under various modalities; free-of-charge Digital Educational Resources provided on a digital platform for students, teachers, parents and the public in general with the purpose of strengthening the teaching-learning experience; partnerships for Strategic Initiatives with the industry, civil society, scholars among others, to promote the inclusion and development of Digital Skills and Computational Thinking; provision of Networked Equipment through the “Aula @prende 2.0” pilot project, and permanent monitoring and assessment of the Program to identify its impact, achievements and areas of opportunity.

Impact

It considers the following elements that contribute to promote the development of Digital Skills and Computational Thinking:

It promotes professional teacher training in the use of Information and Communication Technologies (ICTs) in the classroom. A series of strategies are essential for the implementation of this component, namely: a range of online training strategies, social media-based learning communities and promotion of good teaching practices after observational visits. The @prende 2.0 Platform (www.aprende.edu.mx) offers a wide range of online courses for teachers, including a module that contains an array of ICT tools (free apps) suitable to enrich the teaching-learning experience. In relation to learning communities, a Facebook Group (Docentes @prende 2.0), which has more than 27,000 members, serves as the basis for analysis, dissemination, exchange and innovation among teachers.

It offers digital education resources through the “@prende 2.0” Platform (www.aprende.edu.mx) for students, teachers, parents and people in general to access a wide variety of courses, certificates, workshops and resources for free, 24/7, from anywhere and from any device. So far, there are more than 2,500 basic education resources made by the Secretariat of Public Education and other government agencies, which are selected, validated, classified and aligned to the education curriculum.

It undertakes Strategic Initiatives with the government, civil society, businesses, etc., to promote the inclusion of various social groups. For this purpose, cybersecurity workshops are being implemented with the Federal Police in order to promote the safe use of the Internet. In terms of inclusion, a guide was developed for the students of Multiple Support Centers (teaching centers for students with disabilities) to know what type of electronic devices can be used based on their disability, and the “X Code” initiative promoted the participation of girls and women in ICTs.

It implements a Networked Equipment pilot through the “Aula @prende 2.0” Program in public schools in Mexico. In addition, to give continuity to previous programs, the delivered equipment is enabled and optimized in order to update operating systems and allow users to keep on using and enjoying their devices.

Finally, permanent Monitoring and Assessment is performed to know and identify the impact, achievements and areas of opportunity of the various Program components as well as to develop impact assessment indicators. For this purpose, considerable regional cooperation exists in order to create the first Latin American and Caribbean indicator to measure Digital Skills and Computational Thinking.

Institution: Office for the National Digital Strategy of the Presidential Office and Secretariat of Public Education.

URL: www.gob.mx/aprende.mx

27. “Tu empresa” online

In order to facilitate business processes by improving regulations, promoting innovation in corporate management and fostering the entrepreneurial spirit, entrepreneurs will be able to access digital tools that will help them in each step of the business process.

A single website -www.gobmx/tuempresa- contains the most relevant information for companies’ business processes in three sections: Your Company Life-cycle, Digitize your Company, Partners & Indicators.

Companies will be able to streamline their processes, including creation, operation, dissolution and liquidation, through simple, free-of-charge processes under full legal certainty.

This initiative was the result of the cooperation among the Secretariat of Economy, the Public Service Secretariat, the Mexican Institute of Social Security, the Tax Administration Service (SAT, in Spanish) and the Office for the National Digital Strategy.

Impact

Tuempresa Portal serves as the ideal site for entrepreneurs and business people. It facilitates public services for the creation of new companies, eliminates the cost of creating companies under the SAS regime, and makes a whole digital ecosystem available for company transactions. These improvements in digital services are reflected in time and money savings by avoiding travel time. It is the result of many years of work and evolution. It started

in 2009, and in September 2012 version 2.0 was launched. On March 14, 2016, to foster the creation of new companies and to regularize the existing ones, the General Corporations Act was reformed to give way to the creation of companies by simplified stock, allowing the association of one or more individuals who are liable only for the equivalent of their contributions as represented in their shares; i.e. the incorporation procedure is not paid to the attester or notary public, thus removing an access barrier for those who intend to set up a new business. As part of the portal’s evolution, greater support has been added to the new portal’s infrastructure.

In 2007, it took 34 hours for entrepreneurs to complete the company creation process. In 2009, the company creation process could be initiated online and it took two hours but it had to be concluded in person with a Notary Public. In 2016, it was possible to create a company in 90 minutes, though it could take longer depending on the number of members whose electronic signature had to be registered. Some 1,000 companies a month are created under the SAS regime. A total of over 12,500 companies have been created under this regime. In order to improve the service quality for users, several Focus Groups have been performed with the intention to gain a first-hand insight from real users.

Institution: Miscellaneous.
URL: www.gob.mx/tuempresa

28. Tow Truck Coordination

This solution consists of systematizing the processes related to towing services when traffic so demands or when anyone requires them. It is effective and timely to use technological means to foster streamlined and updated management to meet associates’ needs in compliance with the traffic responsibilities of the Traffic and Ground Transport Authority (ATTT, in Spanish) within a quality, efficient and profitable framework. The Contact Center available at the Citizen Support Center 3-1-1 of the National Authority for Government Innovation (AIG, in Spanish) serves as the technological tool that establishes a reliable mechanism for coordinating vehicle removal by tow trucks in case of traffic offenses.

Impact

More than 90,000 vehicle removals were carried out from May 2016 to date without any incidents and in acknowledgment of the institutions involved (ATTT, National Police) and the service providers who work to improve transparency and efficacy of these new processes. Today, citizens can use the 311.gob.pa/gruas website to check the whereabouts of their vehicles in an easy and reliable manner. This was something they could not do in the past.

Institution: National Authority for Government Innovation (AIG)
URL: 311.gob.pa/gruas

29. Digital Municipalities

The Municipal Sector has had a limited use of ICTs for several basic reasons such as: costs, lack of qualified human resources and for political reasons. Due to these municipal problems, the National Authority for Government Innovation (AIG) has decided to apply Electronic Government strategies into the municipalities through the Digital Municipalities Project, promoting development of a new technological culture.

This strategy includes the following actions:

- To standardize the municipal BackOffice systems.
- To develop permanent awareness, education and training programs using ICTs.
- To analyze, optimize and implement internal processes related to administrative, accounting, tax and human resources activities, and to perform data integration with the new Municipal economic-financial management system (GRP, in Spanish).
- To establish an adequate telecommunications infrastructure for the GRP development, implementation and support.
- To promote the integration and interoperability between the Municipal Management System, the Payment Gateway and public entities such as the Comptroller and the Ministry of Economy and Finance.

Impact

Local Governments of Panama have recently intensified their efforts to promote the establishment of public services in the municipal territory. Likewise, the pressure from citizens who demand an updated, more modern service from the Municipal Administration has increased.

The main contribution from the economic-financial management systems (GRP) to Public Administration resides on the capacity to organize internal administrative processes and activities as the basis for the Administration to share information with citizens, companies and other Entities.

In the Digital Municipalities project, the use of the Municipal GRP has the following scope:

- Implementation and certification in more than 60 municipalities at national level, helping improve services provided to approximately 2 million citizens who live in these districts, which represents almost 50% of the national population.
- Inclusion of 4 regional municipalities and 15 hard-to-access municipalities, which must provide service to around 300,000 inhabitants of the region. In order to use the GRP in these places, the AIG provided support with solar panels, connectivity and technological equipment to close the digital divide.

The benefits include the cost reduction in processes, improved administrative processes, creation of strategic relations among State agencies, and Empowerment.

As part of the Digital Municipalities project, 74 portals and municipal apps. have been developed, improving the municipalities' actions for citizens in reference to information, transparency and citizenship participation.

Institution: National Authority for Government Innovation (AIG)

URL: <http://www.innovacion.gob.pa/modernizacion-gobierno-locales>

30. Technological platform of the Inquisitorial Criminal Justice System

The implementation of the Inquisitorial Criminal Justice System involves the development of a single IT platform that provides control over the management of the investigation, the prosecution and the sentence execution. At the same time, it guarantees the interaction of the flow of information that all institutions handle: National Police, Criminal Investigation Division, Prosecutors, Judges, the Institute of Legal Medicine and Forensic Sciences, Public Advocacy and Trial Attorneys, Prison System National Board, National Customs Authority, Security Bodies, National Migration Service and the Bar Association.

It facilitates recording the investigational activity of various institutions as well as proceedings and control of conditions from the Public Ministry, Judges of Constitutional Guarantees, Trial and Obedience Courts, Consultation and Appeals Courts, Criminal Court and Plenary Meeting of the Supreme Court of Justice.

With a ZERO PAPER approach, this information system, articulated with all the agencies that intervene in the process, provides a satisfactory answer to the user, making it possible from the start of the investigation to implement investigational, legal, coordination and case management supervision, i.e., the execution of a comprehensive administration of criminal justice.

It is based on the definition and development of a virtual training program for participants that includes technological and course development elements, and those involved in implementing educational content related to the Inquisitorial Criminal Justice System, and its internal and external users.

Impact

The Criminal Procedure Code brings in concepts, principles, rights, guarantees, and procedures that involve restructuring paradigms of proceedings and functioning of the criminal process implemented.

This encouraged, within institutions related to the administration of justice, the implementation of measures related to organization, training, human resources and technological aspects with the intention of avoiding duplicating efforts and leveraging budget resources timely.

This technological innovation is combined with procedural modernizations, high performance of participants, providing the inquisitorial criminal sys-

tem and society in general a renowned and timely service, guaranteeing respect for human rights.

The platform has 8,495 active users on record distributed in 13 institutions that interact in the administration of justice. The users manage the 211,997 electronic files registered in the system. Of the total amount of electronic files in the system, 82,4% are in investigational phase, 1,9% in intermediate phase, and 0,4% in trial phase, 7,1% in compliance phase and 8,2% have been closed, suspended or archived. In order to address different legal actions that require hearings, we have 104 courts distributed around the country that are interacting with the technological platform and a special application for recording hearings. As of today, 220,030 hearings which may be reviewed by its participants have been requested. 138,708 hearing recordings have been made, among which the 220,030 requests from the Public Ministry or the Ministry of Defense have been addressed, considering that in a hearing more than one petition or request is handled. Statistical analyses carried out by the Judicial Authority regarding procedural time periods show that in average there is a 96% reduction in the First Judicial District, 73.9% in the Second Judicial District, 91.3% in the Third Judicial District, and 68.9% in the Fourth Judicial District, compared to those registered in the inquisitive system before the implementation of the new process. Data shows that out of the 211,997 electronic files to date, 65% of the interaction comes from the Criminal Investigation Division, 35% from experts, 100% from the Public Ministry, almost 87% from the Judicial Authority. The platform has registered 1,805,105 operations (interoperative requests); 11.02% reference writs and requests for hearings, 52.42 % case management, and 36.55% the methodological program of the investigation.

Its functional scope is the result of the interaction of 8 subsystems.

Thanks to the IT tool, the new process reaches the urban, rural, and indigenous population over 18 years of age in the Republic of Panama.

Mentions: Runs for Public Software.

Institution: National Authority for Government Innovation

URL: <https://spa.sistemapenalacusatorio.gob.pa/>

31. Smart Interoperable National Alert Monitoring and Management System (SINMA, in Spanish)

The Smart Platform for the interaction of all institutions, Monitoring Center and Event Management, Actions and processes, Creating and sharing layers, allows interoperability and sharing information between institutions generating web service on a click. It monitors sensors and climate stations connected via satellite, thus facilitating its interoperability with other institutions. It is a geospatial map where all institutions interact, create and publish data about their functions, with a click you can send meeting points or geofences of risk to all state apps connected to SINMA. It is a single record for citizens to use State apps. It retrieves information from systems from agriculture and health sectors and merges all the geo information, sensors, systems, web service and call centers into a single interactive map according to user permissions. It takes and responds to alerts received from apps, the web, call centers or systems, citizens, and officers, with the flow of the process followed, sending messages to the citizen and the officer. With customizable parameters; from Sinma each institution creates its own types of alerts, complaints, services, users, citizen and/or officer apps. From the app, you can send the type of event or action; take a picture; make a tamper-proof video or recording or a descriptive text; see a tourist map or dangerous areas; and any layer or information that institutions publish at any time. The Smart Nation System with interoperability management; creates web services; imports and exports web services; facilitates information analysis, visualizing real-time traffic, offers the closest route, informs the citizen, receives and creates real-time alerts, creates geospatial layers and communicates all institutions with agencies, enterprises and the citizen; and allows them to interact and manage their actions in a centralized and decentralized manner; to review applications or notifications directly for all provinces and institutions. It includes forms such as Edan with reports and information analysis that allow decision-making, and predicting, preventing, answering, and retrieving to accomplish a Smart and Resilient Nation.

Impact

It has had an impact on each sector where it was implemented. For example, in the traffic sector, it has allowed the citizen to experience direct contact with the Traffic Operations Center of the National Police, the Traffic Lights Control Center and with traffic inspectors and judges. This direct communication between the people and the government has allowed institutions to be alerted in real time of citizen needs, which must be addressed urgently in situations of traffic jams caused by accidents or collisions, road obstacles, illegal parking, fires, and other alerts that

before, because authorities were unaware of them, could represent waiting times of up to 6 hours, not for just 1 citizen, but for hundreds of affected people.

It allows to issue a type of event or action or complaint: the citizen only files the complaint and makes the tamper-proof video, recording, or picture as legal evidence of the incident, writing any additional information and sending it directly to the judges or inspectors. Thus, the service request time is reduced from 3 hours to 2 minutes on average. Consequently, parking violations and infractions in parking spaces assigned to people with disabilities dropped 85%, because people would send the complaint through this platform's app with tamper-proof pictures of the violator as soon as they saw the incident.

In case of disasters, the government sends information with a click, as well as meeting points or danger geofences to all State apps connected to SINMA.

17,682 requests have been addressed promptly and accurately by the Monitoring Centers of the institutions that use SINMA platforms; serving 27,856 citizens.

265 geospatial layers were created with open standards, reaching 80% data sharing, used and reused between institutions, updated in real time in a single geospatial map where all institutions interact to make joint decisions.

In matters of health, it has been possible to generate policies by gathering information from health systems through web service and linking it to geo-referenced data of disease alerts anywhere in the country, sensors and IT systems from other sectors such as agriculture, education, and others.

It facilitates Sign-in for citizens, since by simply signing-in to one app, they are active in all State apps.

Because its parameters are easily customized, it has been possible to rapidly include institutions into the mobile world, facilitating its inclusion, knowledge, management, and adaptation by the institutions. Thanks to this platform, in less than 2 years, Panama was able to become a mobile government (m-government) and a Smart Country, including 23 institutions into the smart world and 126 types of services provided by different sectors through the app.

Mentions: Runs for Public Software.

Institution: National Authority for Government Innovation

URL: smart.innovacion.gob.pa

32. For online procedures

Trámites en Línea (Online procedures) is a transversal and comprehensive State program initiated in 2015 with the intention of making procedures before the Central Administration 100% available online by 2020, expanding the communication lines between the citizen and the State.

This modality is a straightforward solution for bringing citizens closer to the State by expanding alternatives to access public services, 365 days a year, 24 hours a day, anywhere in the country. Thus, the gaps in territorial distribution and concentration of resources and services in the capital city are reduced.

Offering online procedures broadens the alternatives available for citizens to relate to the State, facilitating reduction of costs, traveling and waiting time.

Equality means that all services are available through multiple channels. Uruguay is the only country that has managed to integrate this concept.

This project was developed within an innovative scheme that drives public administration modernization and generates large savings. The completion of the first stage has allowed to initiate and follow up all procedures online.

On a second stage, ending in 2020, it will be possible to carry out all procedures fully online.

The country has submitted 55 candidates; most of them linked to *Trámites en Línea*. It is a transversal and comprehensive State program intended to make procedures before the Central Administration 100% available online by 2020, expanding the communication lines between the citizen and the State. In order to comply with the goals set up by the Program, all the relevant players intervene: public officers, citizens, users of procedures, and leaders from AGESIC, which is the Agency responsible for the Program. Technological instruments or “digital government assets” (agenda, electronic signature, access control, interoperability platform, e-forms, etc.) are used. In addition, they are looking into other technological solutions that will facilitate doing online procedures in a manner that is traceable, interoperable, accessible, usable and that complies with security standards, in order to provide organized public services in a simple, personalized and coherent way.

In order to achieve these objectives, Agesic also counts on the support, collaboration, and coordination of State organisms and, most importantly, counts on the commitment of citizens; without their participation and involvement it would not be possible to drive the “*Trámites en Línea*” initiative.

The following files detail 43 that have a specific associated impact. We should add another 12, whose specific impact is not detailed but their general impact affects the program overall. These are: Approval of Standard Bylaws of Limited Companies, Change in Discount Percentage, Tax Returns for Judicial Executions, Migration Certificate, Communication about Increase of Contractual Capital or Authorized on Section 284, Communication of Paid-in Capital Reduction, Queries about Debts of the General Accounting Office of the Nation, Declaration of Cultural Interest/Declaration of National/Ministerial Interest, Summon to Investigators for lecturing in Regional Congresses, Submission of Financial Statements of Non-State Public Persons and Private Organizations that handle Public Funds, Registry of Cultural and Educational Institutions.

Impact

The greatest impact has been making State services and procedures available in those places where citizens need them. Since the delivery of public services is necessary for individuals within society to carry out their daily lives, such services are intended to satisfy urgent, essential, and collective needs while complying with requirements of consistency, continuity, efficiency and equality; offering citizens the possibility to exercise their right to public service access, while promoting the removal of asymmetries in access to services that still exist in the country.

We have accomplished a comprehensive service by the State, which citizens perceive as a single organization. To this purpose, there are several channels available that bring together all State procedures and services, comprehensively, so that citizens are able to request information, carry out procedures and access services without having to familiarize with each one of the Agencies they need to relate to.

The multi-channel offer of information and services in general is guaranteed, taking into consideration those channels preferred by the citizens for access.

There is equality in access. Currently, citizens have different possibilities to access services, because of their personal characteristics, or the place where they live, or the type of service they require.

Attention and service are excellence. Levels of service by different State Organizations should not vary based on their own established standards, nor by the controls each may have defined or may apply to comply with them, but rather they should all be the same for all. Therefore, in order to guarantee the principle of excellence in attention and service, standards were developed to comply with by type of service and channel, with the intention to unify quality levels of the services offered. Moreover, minimal assessment and follow up mechanisms are set up to guarantee compliance with the standards and the application of corrective actions where necessary.

All this is strengthened by the reliability and security offered by the universalization of digital services. The information is up to date and unique, this means that the same information reaches all citizens through every available channel. Additionally, the confidentiality of the data provided by the citizen to the State is guaranteed, which also fosters citizen trust.

This process also encourages citizen participation, placing them at the core of the service, to get to know what citizens value and eventually get their input to improve State-provided services and the level of satisfaction with the operation. Thus, participation is encouraged, while services are improved in every component, building up a spiral of continuous improvement where follow-up aims towards the sustainability of the proposal.

Institution: Agency for Electronic Government and Information Society (AGESIC, in Spanish).

URL: <https://www.agesic.gub.uy/innovaportal/v/4592/21/agesic/programa-tramites-en-linea.html>

Uruguay

33. Self-driven Car Rental Companies that Do Not Provide Tourist Services

At the start of the activity, it is a prerequisite for Self-Driven Car Rental Companies that do not provide Tourist Services to submit a Sworn Statement stating they do not perform activities related to tourism.

Impact

This solution has a very significant impact on the population segment of self-driven car rental companies that do not offer tourist

services, as they must state they do not carry out tourism-related activities as per established by the decree.

Institution: Ministry of Tourism

URL: <https://tramites.gub.uy/ampliados?id=4743>

Uruguay

34. Change of enrollment due to Voluntary Termination of Pregnancy (IVE, in Spanish)

The Application to change health care provider for beneficiaries that request protection under Act 18987 “Voluntary Termination of Pregnancy” and the Regulatory Decree 375/012 and declare disconformity with their current health care provider is an effort that is part of the “Trámites en Línea” program.

Impact

This regulatory decree determines that it is mandatory to promote “respect for the independence of women’s will and its exercise in such a way that women can make free personal decisions, that are conscious and informed in every process of care. This means that the intervening health care provider must refrain from imposing their own values and beliefs, as well as their personal philosophic views, having to perform and inform the woman who is terminating a pregnancy according to available scientific evidence, with professionalism, technical and human quality. In

case the user included within the provisions of Act 18987, who is beneficiary of the National Health Insurance, believes that the comprehensive health care provider she is enrolled with is not sufficiently worth of her trust, she may submit to the National Health Board a request for a change of provider, showing due proof of the factual circumstances that justify the request”.

The electronic modality that this candidature promotes is a straightforward solution for bringing citizens closer to the State by expanding alternatives to access public services, 365 days a year, 24 hours a day, anywhere in the country. Thus, the gaps in territorial distribution and the concentration of resources and services in the capital city are reduced.

Mentions: Runs for Gender Approach.

Institution: Ministry of Public Health.

URL: <https://tramites.gub.uy/ampliados?id=1826>

Uruguay

35. Criminal Record Certificate

This procedure is used to request an appointment to issue the criminal record certificate, which is required for several procedures by the State of Uruguay, Consulates and Embassies. The new web procedure has eliminated the use of paper for issuing the certificate and it has automatized the electronic delivery of the document to the organization that requested it from the user.

Impact

The procedure has significant impact due to the volume of requests, which is on average 600 requests a day.

Institution: Ministry of the Interior

URL: <https://tramites.gub.uy/ampliados?id=307>

Uruguay

36. Public Procurement Certificate- Mipymes (My SME)

This certificate provides small and medium-sized enterprises access to benefits in the competitive procedures of public procurement.

Impact

The implemented procedure allows the company to register all the necessary information online and interact online with the agency until the certificate is granted; then, it is sent online through the system without having to go to the agency in person.

Meanwhile, the agency publishes a web service in the Agেসic’s interoperability platform so that other agencies can take advantage of this web service and verify the validity of such certificate. Thus, the company is no longer required to attach this certificate every time they participate in a public procurement procedure.

Institution: Ministry of Industry, Energy, and Mining.

URL: <https://tramites.gub.uy/ampliados?id=2302>

Uruguay

37. SME Certificate

This certificate determines the category and certifies the SME status of a company before any public or private institution, which will allow the company to participate in benefit programs targeted to micro, small and medium-sized companies (MSMEs).

Impact

The implemented procedure allows the company to register all the necessary information online and interact online with the agency until the certificate is granted; then, it is sent online through the system without

having to go to the agency in person. Meanwhile, the agency publishes a web service in the Agesic's interoperability platform so that other agencies can take advantage of this web service and verify the validity of such certificate. Thus, the company is no longer required to attach such certificate every time they participate in a benefits program for SMEs.

Institution: Ministry of Industry, Energy, and Mining.

URL: <http://www.certificadopyme.uy/SS-CERTPYMEONLINE-WEB/public/HomeCliente.faces>

Uruguay

38. Classification of Companies and their Activities

It is the classification of specifically identified companies (not generic activities or categories) within the activity Group and Subgroup - and in any case, chapter - according to the Salary Council, in compliance with the description set forth in Legislative Decree 326/08.

This certification is previous and mandatory in order to proceed to closing activities before the Social Prevision Bank (sec. 32, Leg. Decree 278/017). This effort is part of the "Trámites en Línea" program, which is a transversal and comprehensive State program intended to make procedures before the Central Administration 100% available online by 2020, expanding the communication lines between the citizen and the State. In order to comply with the goals set up by the Program, all relevant players intervene: public officers, citizens, users of procedures, and leaders of AGESIC, which is the Agency responsible for the Program. Technological instruments or "digital government assets" (agenda, electronic signature, access control, interoperability platform, e-forms, etc.) are used. In addition, they are looking into other technological solutions that will facilitate doing online procedures in a manner that

is traceable, interoperable, accessible, usable and that complies with security standards, in order to provide organized public services in a simple, personalized and coherent way.

In order to achieve these objectives, Agesic also counts on the support, collaboration, and coordination of State agencies and, most importantly, counts on the commitment of citizens; without their participation and involvement it would not be possible to drive the "Trámites en Línea" initiative.

Impact

Specifically, the significant impact was on the users that live in the interior of the country as they do not have to travel to the ministry's offices to submit the query for company classification, thus, they benefit from the saved travel time and underlying costs to obtain the information they need.

Institution: Ministry of Labor and Social Security.

URL: <https://tramites.gub.uy/ampliados?id=2337>

Uruguay

39. Supplement for the Steam Generator Registry

It is related to the authorization to operate steam generators which is required by Law from equipment owners. The procedure is an instrument by means of which a professional (designated by the owner) provides, in a sworn statement, the results report of the tests done on the steam generator. During the procedure, the professional will enter data and attach files. Internally, the Regulatory Unit of Energy and Water Services (URSEA, in Spanish) performs the revision of the documentation. There is an exchange with the user if necessary, and the procedure is completed when the Resolution is notified automatically to the professional and the owner via e-notifications. The data is automatically sent to the URSEA database. Every year, approximately 200-250 procedures are carried out for steam generators located all over the country.

Everyone does this procedure through *Trámites en Línea*, from a small and medium-sized company (SME) that makes cheese to a company such as UPM, which has a steam generator that is 4,000 times larger.

Impact

The owner designates a professional to handle the procedure, for this reason, their greatest benefit comes from reducing the time spent be-

tween performing equipment tests and obtaining an authorization resolution from URSEA.

The implementation of the procedure together with other measures adopted by URSEA has reduced processing times from 6 months to 1 month.

For the professional who submits the sworn statement of proofs, i.e. the citizen who actually uses the tool, doing the procedure online in *Trámites en Línea*, it facilitates the logistics, since they may not have to go to the URSEA. Likewise, it facilitates organizing better the information to submit, and having better control over what has been done, both because processing times are shorter and because the procedure is received, in case there are observations.

Internally, the Unit is positively affected by the implementation of *Trámites en Línea* because processes are better structured and process efficiency is considerably increased.

Institution: Presidency of the Republic.

URL: http://www.ursea.gub.uy/inicio/programas/generadores_vapor/tramites/complemento+de+registro+de+generadores+de+vapor

Uruguay

40. Queries to the Personal Data Control and Regulatory Unit

As a result of this procedure, Companies and individuals will be able to receive advise about the scope of current regulations on Personal Data Protection and the legal means available for defending the rights guaranteed by Act 18.331 for Personal Data Protection. This effort is part of the “Trámites en Línea” program.

Institution: Presidency of the Republic.
URL: <https://datospersonales.gub.uy/inicio/Tramites/tramites>

Uruguay

41. Declaration of Tourist Interest

The Administration’s intention is to benefit the Tourist Industry as a result of this activity. The declaration of interest is requested for relevant special events for the tourist industry in Uruguay. It allows tax exemption of goods coming into the country temporarily for a 90-day period.

Impact

Tax exemptions are always processed by a Customs Officer, except for requests submitted by the County Governments (subject

to the Hierarchy’s discretion). Being able to do it online makes the procedure easier; its follow-up can be done long-distance without having to go to the Ministry.

Institution: Ministry of Tourism
URL: <https://tramites.gub.uy/ampliados?id=2385>

Uruguay

42. Return of the Property Title Deed

Obtaining the appropriate titles of the property you own.

Impact

The impact is that users no longer need to go to the organism several times, rather they can process and submit documentation online. Thus, the flow of information is more dynamic and they only need to be there in person to receive such title. The electronic modality that this candidature promotes is a straightforward solution for bringing citizens closer to the State by expanding alternatives to access public services, 365 days a year,

24 hours a day, anywhere in the country. Thus, the gaps in territorial distribution and the concentration of resources and services in the capital city are reduced. Offering online procedures broadens the alternatives available for citizens to relate to the State, facilitating reduction of costs, transport and waiting time.

Institution: Ministry of Housing, Land Planning and Environment.
URL: <https://tramites.gub.uy/ampliados?id=4156>

Uruguay

43. Issuance of certificates of enrollment for tourist operators

It is the issuance of a document that certifies an operator’s registration status. The user will need to have the unique password for the ID Uruguay account. Certificates are issued through a regular operation that is currently done fully online. It is accessed from the link or button “Start Online Procedure”, then the user name and password obtained in the first step are entered. All requested data are entered in the web form. It can also be done by logging in with the electronic Identification Card. For this, you will need an appropriate reader connected to the computer.

Impact

The company is able to obtain the certificate almost immediately, accelerating any procedure that requires this document.

Institution: Ministry of Tourism
URL: <https://tramites.gub.uy/ampliados?id=2343>

Uruguay

44. Regular Passenger Transport Companies

12R is the monthly Sworn Statement that all national regular passenger transport companies (Long, medium and short-distance, Metropolitan, International, and Border) have to submit when they provide services under the Ministry of Transport and Public Infrastructure in Uruguay.

Impact

The implementation of this procedure has allowed the automatization of the monthly issuance and reception of the form (Sworn Statement 12R) sent by transport companies, making easier its reception and review by the Transport Engineering area.

Institution: Ministry of Transport and Public Infrastructure.
URL: <https://tramites.gub.uy/ampliados?id=2190>

Uruguay

45. Tourist Operator Enrollment

Before starting a business that performs activities subject to current regulations, it is required to enroll with the Ministry of Tourism as established by the regulation. The scope of service applies to travel agencies, tourist transport, tourist accommodations, providers of real state tourist services, adventure tourism, wine establishments, tourist guides, professional congress organizers, cetacean observation tours, self-driven car rental companies, providers of rural tourist services. Additionally, it is possible to validate documentation when submitting the form in advance, thus reducing procedural times and costs for the citizen.

Impact

The implemented solutions allowed simplifying the procedure with the Ministry, unifying the operator's enrollment regardless of its type. This has streamlined the procedure.

Institution: Ministry of Tourism
URL: <https://tramites.gub.uy/ampliados?id=2301>

Uruguay

46. Application for an End of Activities Certificate (Company Closure)

It is the application for a certificate that shows that a company does not have pending files or unpaid fines for violations to labor regulations before the Ministry of Labor and Social Security. This certification is previous and mandatory in order to proceed to closing activities before the Social Prevision Bank (sec. 32, Leg. Decree 278/017).

Impact

It is most surprising is that since the procedure was made fully available online (03/19/2018) to date, there have been no requests done in person.

Institution: Ministry of Labor and Social Security.
URL: <https://tramites.gub.uy/ampliados?id=249>

Uruguay

47. Vehicular Inspection Permit

This procedure entails receiving permission to go do the inspection. Such permit is issued at the time the vehicle is registered or upon request from the interested party when the Technical Aptitude Certificate (CAT, in Spanish) is expired. This effort is part of the "Trámites en Línea" program, which is a transversal and comprehensive State program intended to make procedures with the Central Administration 100% available online by 2020, expanding the communication lines between the citizen and the State.

Impact

The implementation of this procedure has facilitated expediting the reception of the permit and has also improved the monitoring

and issuance of a maximum of two monthly permits per vehicle, with a limited validity of 5 calendar days.

Institution: Ministry of Transport and Public Infrastructure.
URL: http://www.mtop.gub.uy/busqueda?p_p_id=101&p_p_lifecycle=0&p_p_state=maximized&p_p_mode=view&_101_struts_action=%2Fasset_publisher%2Fview_content&_101_returnToFullPageURL=http%3A%2F%2Fwww.mtop.gub.uy%2Fbusqueda%3Fp_auth%3D1xWSMuBM%26p_p_id%3D3%26p_p_lifecycle%3D1%26p_p_state%3Dnormal%26p_p_state_rcv%3D1&_101_assetEntryId=26253&_101_type=content&_101_urlTitle=permiso-nacional-de-circulacion-para-vehiculos-especiales&inheritRedirect=true

Uruguay

48. Entrepreneurs Candidature

This is the candidature to one of the support instruments for entrepreneurs offered by the program *C-Emprendedor*. It is an in-person workshop intended to provide basic business knowledge any entrepreneur needs at the time of undertaking an enterprise. It addresses individuals with a strong entrepreneurial profile who are setting up a recently created enterprise or who will soon set one up. In order to become a candidate, it is mandatory to be setting up a recently created enterprise, or be about to set one up, with the potential to grow and generate jobs and income, beyond the owner's profit.

Impact

Candidates can register on the web site while registration for the workshop is open, and they may also continue it at any time in case they were unable to complete the registration. Additionally, they have the possibility to follow up online the different stages of progress of the process from the candidature to their acceptance, it has automatic reminders for interviews, clarification requests, or requests for additional information online.

Institution: Ministry of Industry, Energy, and Mining.
URL: <http://www.miem.gub.uy/tramites/postulacion-de-emprendedores-taller-de-gestion-para-emprendedores>

Uruguay

49. Tourist Services Complaints

It allows placing a report or complaint for allegedly receiving bad service from a tourist operator; it is possible to express disagreement over an activity, that occurred, is occurring or may occur, that might affect (directly or indirectly) the tourist industry.

Impact

It allows visitors to report problems with tourist services. This has direct impact on the quality of tourist services, providing

both foreign and local tourists the possibility to submit complaints or reports during or after their visit to Uruguay.

Institution: Ministry of Tourism
URL: <https://tramites.gub.uy/ampliados?id=2240>

Uruguay

50. Re-issuance of the PIN for Companies' Self-Management

It is a company's request for a new PIN in order to access the self-management system of the National Board of Transport. This effort is part of the "*Trámites en Línea*" program, which is a transversal and comprehensive State program intended to make procedures with the Central Administration 100% available online by 2020, expanding the communication lines between the citizen and the State.

Impact

The implementation of this procedure has allowed over 65,000 active transport companies to request a new self-management PIN. This allows companies to log in and carry out the renewal procedure online.

Institution: Ministry of Transport and Public Infrastructure.
URL: <https://tramites.gub.uy/ampliados?id=4656>

Uruguay

51. Registry of individuals and companies (ACTIVATION)

All individuals and companies that interact with the Regulatory Unit of Communication Services (URSEC, in Spanish) may create an online account by presenting once the required documentation. It includes entering the electronic address of representatives and/or proxies, of the user administrators for online procedures and users of electronic notifications. It is part of the "*Trámites en Línea*" program.

Impact

The electronic modality that facilitates this candidature is a straightforward solution for bringing citizens closer to the State

by expanding alternatives to access public services, 365 days a year, 24 hours a day, anywhere in the country. Offering online procedures broadens the alternatives available for citizens to relate to the State, facilitating reduction of costs, travel and waiting time.

Institution: Presidency of the Republic.
URL: https://www.ursec.gub.uy/tramites-en-linea/TramitesEnLinea/portal/Requisitos_Reg_PyE/Registro_de_Personas_y_Empresas.jsp

Uruguay

52. Traveling Salesperson and Local Salesperson Registry

It is the work contract registry for traveling salesperson and local salesperson, upon request of the interested party and in compliance with defined requirements. It is part of the “Trámites en Línea” program, which is a transversal and comprehensive State program intended to make procedures with the Central Administration 100% available online by 2020, expanding the communication lines between the citizen and the State.

Impact

Since the procedure is available online, the amount of traveling salesperson and local salesperson registrations has tripled compared to the amount when there was only the in-person channel available.

Institution: Ministry of Labor and Social Security.
URL: <https://tramites.gub.uy/ampliados?id=2052>

Uruguay

53. National Registry of Congenital Anomalies and Rare Diseases (RND CER, Spanish)

This procedure is to be submitted to the Ministry of Public Health in compliance with Ordinance 447/2009, that states it is compulsory to notify in the national territory all congenital anomalies, independently of age, birth condition (live birth, fetal death, and miscarriage) and the time of the diagnosis. The above mentioned ordinance forms part of the Ministry of Health policy that has prioritized childhood and women within the framework of the Comprehensive Health System. It is part of the “Trámites en Línea” program.

Impact

This measure facilitates, among other public health actions, to systematize the information gathered and measures recommend to promote primary, secondary and tertiary care of congenital anomalies. It must be noted that in Uruguay congenital malformations, abnormalities and chromosomal anomalies are still the leading cause of mortality in children under one year of age.

Institution: Ministry of Public Health.
URL: <https://tramites.gub.uy/ampliados?id=1826>

Uruguay

54. Information Service from the Ministry of Industry, Energy, and Mining - InfoMIEN

It is a free information service that covers all the areas in the Ministry. Its strategic objectives are to decentralize and dynamically position the information available in our Ministry in order to answer queries and send information to everyone in the country's business spectrum, as well as to organizations and general public.

Impact

This is an improvement that was implemented to citizens' care. The reengineering process of the services integrated all the or-

ganization's executive units which resulted in greater team work efficacy for the benefit of optimizing response times to the citizens. Since its implementation, 100% of all the queries were answered through the online system.

Institution: Ministry of Industry, Energy, and Mining.
URL: <https://tramites.gub.uy/ampliados?id=2185>

Uruguay

55. Application of ID Card

This procedure is done to request an appointment to issue the Uruguayan Identity Card for the first time or to renew subsequent ones. It incorporates all offices in the country. The cost may be automatically waived for individuals registered as in a vulnerability situation.

Impact

The impact of this procedure is truly high as the volume of use is high. About 100 procedures a day are processed via web.

Institution: Ministry of the Interior
URL: <https://tramites.gub.uy/ampliados?id=607>

Uruguay

56. Application for IMESI tax exemption

It is an application for the exemption of the Internal Specific Tax (IMESI, in Spanish) prepared by companies that provide tourist services that are registered in this record. In order to access the service, the Notarial Certificate of signatures in the Annexed Form is needed, having to certify by notary all data detailed in the form. Legal entity certificate: certify its validity, names, last names, ID card for all partners, executives, representatives, and validity of positions, when appropriate, in compliance with Act 17.904 (sec. 13 through 15), in Act 18.930 and 19.484.

Impact

The request for the exemption of the IMESI tax has high demand among tourist service companies and it is very relevant for the

tourist industry in Uruguay. The fact that it is done online facilitates its administration, and remote follow-up, without having to go in person to the Ministry. Being able to do it online makes the procedure easier; its follow-up can be done long-distance without having to go to the Ministry.

Institution: Ministry of Tourism
URL: <https://tramites.gub.uy/ampliados?id=2358>

Uruguay

57. Passport Application

This procedure is done to request an appointment to issue the Uruguayan Passport for the first time or to renew subsequent ones. It is possible to apply for a regular procedure or an urgent one. It incorporates all offices in the country.

Impact

The impact of this procedure is truly high as the volume of use is high. About 100 procedures a day are processed via web.

Institution: Ministry of the Interior
URL: <https://tramites.gub.uy/ampliados?id=606>

Uruguay

58. Application for Extension of Unemployment Benefits

In case workers is unemployed for reasons beyond their control, the BPS grants a subsidy for a period of up to 72 daily wages or 6 months depending on the cause of termination and type of compensation. If the dismissed worker is 50 years old or more, the benefit will be extended for another six months or 54 daily wages. The procedure will be submitted by the company through the BPS portal, mandatorily within 30 days after the grounds were established. If this does not occur, the worker will have to go in person to BPS. This effort is part of the "Trámites en Línea" program.

Impact

Making the procedure available online has reduced crowding in premises for the procedure, reducing in-person care more than

10%. This translates into better citizen service, and time and work optimization for the officer in the office. The electronic modality that facilitates this candidature is a straightforward solution for bringing citizens closer to the State by expanding alternatives to access public services, 365 days a year, 24 hours a day, anywhere in the country. Thus, the gaps in territorial distribution and the concentration of resources and services in the capital are reduced.

Institution: Ministry of Labor and Social Security.
URL: <https://tramites.gub.uy/ampliados?id=2314>

Uruguay

59. Waterborne Transport: Application or Amendment of Special Freight Permits

This procedure is to be done by National Ship-owning Companies, who are duly registered in the Affected Companies and Vessels Registry of the Waterborne Transport General Directorate every time they wish to ship cargo, charter a vessel with a foreign flag or as per the current agreement specified by Act 14.452 from October 14, 1975. This effort is part of the "Trámites en Línea" program.

Impact

The implementation of this Waiver procedure allows processing shipments easily and rapidly, allowing the charter of the vessel. It allows to quickly register and unregister vessels.

Institution: Ministry of Transport and Public Infrastructure.
URL: <https://tramites.gub.uy/ampliados?id=4107>

60 - 82. Miscellaneous: Other Online procedures

The country has submitted 55 candidatures, most linked to *Trámites en Línea*. The previous files detailed those that have a specific associated impact. There are another 22 that should be added, whose specific impact is not detailed but their general impact affects the program overall. These are: Approval of Standard Bylaws of Limited Companies, Change in Discount Percentage, Tax Returns for Judicial Executions, Migration Certificate, Communication about Increase of Contractual or Authorized Capital on Section 284, Communication of Paid-in Capital Reduction, Certificate of Registered Vehicle Debts Status, Queries about Debts of the General Accounting Office of the Nation, Declaration of Cultural Interest/Declaration of National/Ministerial Interest, Start of Application for Regular Passport and ID Card renewal from Abroad, Summon to Investigators to lecture in for Regional Congresses, Submission of Financial Statements of Non-State Public Persons and Private Organisms that handle Public Funds, Consumer Claims about Telecommunications and Mail, Arms Registry/Application for Gun Possession Guide, Registry of Cultural and Educational Institutions, Request to Change Home Ownership, Live Birth Certificate Application, Tax exemption Application for Importing Irrigation Equipment for Agricultural Purposes, Request of Land Productivity Index (CONEAT Index), Application to promote a project for the Development of Sports (COMPRODE), Minors Permit and Minors Passport Procedure from Abroad.

Impact

As above mentioned in Candidature 32, the program is a straightforward solution for bringing citizens closer to the State by expanding alternatives to access public services, 365 days a year, 24 hours a day, anywhere in the country. Thus, the gaps in territorial distribution and the concentration of resources and services in the capital city are reduced. Offering online procedures broadens the alternatives available for citizens to relate to the State, facilitating reduction of costs, traveling and waiting time. The Program's general impact is: It brings the State closer to citizens by expanding access to public services; reducing costs and waiting times; and it is available 365 days a year, 24 hours a day anywhere in the country. Thus, gaps in territorial distribution caused by the concentration of services in the capital city are reduced, State Administration transparency increases, and public service quality is optimized.

Institution: Miscellaneous.

URL: <https://tramites.gub.uy>

83. PATRIA Platform

Patria Platform (Homeland) is a set of integrated applications and systems oriented towards direct citizen service. It is a system for public use that allows the citizen to quickly access social programs implemented by the Venezuelan State, they include: economic support, food aid, vehicle registry for gas subsidies, student sector aid, etc. The entire system takes advantage of the interoperability among dozens of public institutions in order to organize and make decisions about social State policies. The main system is linked to other mobile apps for citizens to supplement and expand its scope. By means of these apps, the citizen is able to generate reports about the operation of basic public services and the efficacy of social programs, as well as public transport payment, and other services.

Impact

This system reaches the entire Venezuelan territory and is used by over 18 million citizens, this is 90% of the target population. This is a direct contact tool between the Government and the Citizen, allowing for the balanced implementation of social policies, while reporting accurately about the programs' results, which facilitate making decisions in an expeditious and objective

manner. Because the citizen actively participates in this system, it is possible to address in real time contingencies related to public services such as Electricity, Water, Gas, and Food. It also allows the appropriate allocation of resources according to collective and individual needs. The system is constantly evolving, and as new social policies arise and are implemented, modules are incorporated; recently, labor and educational policies have been included. Thanks to this platform for the protection of the people, during the month of April of this year, it was possible to reach the goal of proving 100% coverage to retired adults in all the Venezuelan territory, over 4 million seniors.

Institution: Vice-presidency of the Bolivarian Republic of Venezuela.

URL: www.patria.org.ve

84. Community Integration System (SINCO)

It is a coordination and communication platform which is smooth, direct, constant and in real time for Venezuelan State institutions and grass-root organizations of the People's Power, that facilitates the submission and integration of community projects that encourage endogenous development of communities in direct contact with the National Government. The principle behind this Venezuelan platform lays its conceptual foundation on the origin of what constituted an innovative technological and cybernetic commitment during the seventies in Salvador Allende's Chile. This model was developed together with Stafford Beer from Great Britain as a first experience (at least the first known in Latin America) for applying a Feasible System that represents structure, activities, interrelations, and information flows within organizations. This is all intended to generate direct and effective communication with State factory workers.

In Venezuela, the SINCO platform is developed with the intention of improving the operative system of basic organizations of the people's power and the

way they relate to State institutions; a system that is capable of self-regulation and learning from the processes developed within it, based on the cybernetic propositions sketched by Norbert Wiener, Stafford Beer, and Karl Deutsch.

Impact

SINCO promotes a new form of interaction and the coordination of Public Power and People's Power, which it strengthens through supported projects, the democratization of resources oriented to Municipal Councils and Municipalities, where the only leading role is played by the organized people.

SINCO has allowed the government to be present everywhere in the national territory, that is, we have been able to reach most popular organizations (particularly those located in difficult to access geographical areas), and

thus, we have been able to serve the needs of the population that had been historically neglected. Each of these needs, which are reflected in the system, are directly uploaded by organizations, after meeting the appropriate collective query processes in each of their communities, which in turn, allows us to learn first-hand, not just about the issues, but also about the solutions they propose, as co-responsible actors of the administration of local public policies that guarantee more orderly and real progress and improvement.

- Projects have been approved in ALL 24 States. (100%)
- Out of 335 municipalities, 334 have registered projects, this is 99,70%.
- Out of 1140 parishes, 1103 have registered projects, this is 96,75%.

We are committed to generating a direct and transparent relationship between the organizations of the People's Power and the State, guaranteeing that the organized people access the tool to raise in a collective manner their needs and issues directly to their ruling bodies. So that they can provide answers efficiently, with the possibility of designing and carrying out more planned policies according to the reality suggested by the people-based organizations in the territory.

Mentions: Runs for Public Software

Institution: Federal Governing Council (CFG)

URL: <https://app.sinco.gob.ve/>

85. Comprehensive System for Situational Strategic Planning (SIPES-APN, in Spanish)

This project is intended to break with traditional processes of centralized planning, where macro (strategic and tactical) planning and micro (operative) planning are carried out without coordination, and situations of interest that require planned actions are analyzed considering only the situations' interpretations of the planners. The situation perceived by the planners is generally distant from that perceived by those who suffer from the issues and, moreover, it is instrumental, not critical. This type of planning lacks real references about the situations of interest; therefore, it is difficult both to understand them and to generate proposals or strategies to address them. In this respect, it is essential for the planning process to consider the communities and actors that live the situation of interest, as their interpretation of the situations will enable a true account of the condition in these situations.

Impact

This system provides the National Public Administration (APN) an automatized tool that facilitates coordinated planning of actions among public institutions and social sectors, based on a situational strategic, and historical - cultural approach towards the issues. Specifically, this project aims at the following objectives: (1) Managing coordination issues that take place between public institutions regarding the development and follow-up of projects, in order to avoid unnecessary overlap of projects that would produce better results for the country if they were carried out in a coordinated manner; (2) Facilitating and encouraging collaborative formulation and planning of projects that require joint efforts between different institutions; (3) Providing a system that enables the

development, implementation, and follow-up of public policies, which range from developing policies and projects that facilitate their implementation to following up these projects and policies; (4) Coordinating macro planning processes with micro planning processes, that is, coordinating the process of developing and following up public policies with the process of developing and following up the operative projects that facilitate the implementation of such policies.

SIPES facilitates planning at a strategic and operative level, for which the system provides modules destined to the following processes: (1) Module of the Situational Description Process: this module manages the information about the explanation of the situation of interest for the plan to be developed. Specifically, it allows managing information regarding issues, causes, possible solutions and expected changes; (2) Module of the Steering Policies Definition Process: this module manages the development of policies that will lead the plan; (3) Module of the Operative Projects Definition Process: this module allows formulating, reformulating and following up operative projects (specific actions) and centralized actions.

Mentions: Runs for Public Software.

Institution: National Center for Research and Development of Free Technologies (CENDITEL, in Spanish).

URL: <https://sipes.mppp.gob.ve>

Emerging Technologies



Three countries of the emerging technologies group 2018: Panama, Mexico and Uruguay.

Colombia

86. Data against smuggling

The Innovation Exercise “Data against smuggling” carried out by the Center for Public Digital Innovation in the Ministry of ICT (CIPD, in Spanish), and the National Department on Tax and Customs (DIAN, in Spanish), mainly arises from the need to address in a different and innovative manner, an issue currently unresolved and targeted many times through traditional means, as is the case of smuggling in Colombia.

Smuggling has become one of the main problems for the Colombian State, its cost exceeds 6 billion dollars a year, so much so that it is estimated that if this phenomenon would not exist around 148,000 additional jobs would be created. What worries the most is that these numbers rather than decrease seem to increase year after year.

This is how CIPD began supporting DIAN in order to explore the implementation of innovation methodologies and digital technologies as essential elements of the strategy to get a competitive edge against smuggling, facilitating a deep understanding of the processes and the identification of findings that need to be promoted. Finally, it all resulted on a prototype that incorporates advanced analytics techniques and artificial intelligence, which, after being assessed, has demonstrated its potential to accelerate and supplement the work of the analysts responsible for inspecting cargoes that enter the country, reinforcing the key criteria regarding decision-making, which before were tacit knowledge within the institution.

Impact

A phenomenon that shifts so rapidly such as smuggling demands the use of strategies that can quickly adapt and adjust to these changes. For this reason, we are committed to leveraging emergent technologies such as data analytics and artificial intelligence, which combined with a large amount of data related to the import process, has produced short-term impact on the following elements:

It has facilitated the revision of large volumes of information in real time (Currently, there is not enough time to review in detail all import operations. The prototype has enabled the connection of import data online, enabling the inspection of the totality of the cargo in real time. These inspections reduced the time to review the form from 20 minutes to 5 minutes).

It has incorporated supplementary data for inspectors (Currently, the data delivered to the inspector lacks the details of the reason why it was decided to inspect the cargo). The prototype

integrates new data and sources of information so the inspector can have more information available for their daily work to support decisions based on data, such as including the merchandise description).

Generating alerts quickly and efficiently (Currently, alerts are generated manually, after a series of inspections and cross-checks. The prototype has included these inspections as rules so that they are shown immediately. Processes like creating memorandum alerts used to take 2 hours, now they take 5 minutes.)

Detecting tendencies along time (Currently, there is no available tool that can analyze an importer’s historical behavior. The prototype includes information that is up to one year old, allowing the analyst to visualize behavioral tendencies that may trigger alerts for subsequent control. The time spent generating these reports has been reduced from entire days to 10 minutes.)

Predicting the tariff subheading (Currently, the merchandise description field has not been explored despite its enormous potential for detecting technical contraband. This is an open text field that would take a long time for the analyst to review. The prototype includes processing techniques from natural language for predicting the type of merchandise. It has been possible to incorporate this technique for 12 types of frequently smuggled merchandise.)

All the above considered, the DIAN together with the CIPD have continued working on new iterations of the prototype and its implementation within the institution’s infrastructure, which has caught the interest of directors to allocate resources for a subsequent phase. In this new phase, the objective will be to incorporate models of artificial intelligence transversally. Within this context, the impact projected in the long-term focuses on: more intelligence (generating learning cycles with the available information), more opportunity (advance with the analyses, even at the cargo’s arrival in port), and more precision (increase success cases from 50% to 80%).

Institution: MinTIC and DIAN.

URL: <http://18.221.34.214> (contact Red Gealc for username and password)

87. Improvement of State Security Document BLOCKCHAIN reliability

Currently, documents handled by the Public Administration present security weaknesses, particularly in regards to their authenticity and reliability. Document forgery or modification is an irregularity that is hard to identify at high costs for the efficiency of State institutions. This practical investigation was designed together with Francisco de Jose de Caldas District University, and it shows Blockchain's functionality within the Colombian context, particularly in the governmental sector with the purpose of finding a mechanism that builds trust on people while using the administrative proceedings before the State, and creating tools for institutions that guarantee the authenticity and reliability of the documents. This pilot shows how Blockchain can be used to check the authenticity of documents and individuals when they perform administrative proceedings before the State and to implement a technical model tested via a functional mechanism, that demonstrates Blockchain's usefulness to verify the authenticity and reliability of documents.

The software engineering for modeling the platform to be implemented was developed on open code and implemented on an open source platform with the objective of allowing its free use and replicability in other spaces. The selection of the Blockchain platform was limited to those that have free software licenses that allow working directly on the source code, have wide documentation, and are in a solid developmental status.

Impact

The Blockchain research reveals how State Security can be improved in regards with the use and creation of documents that require authenticity verification.

Blockchain technology is used to eliminate the risk of counterfeiting by means of encryption, document codification, and temporary marks that are stored in databases distributed with the intention to avoid digital fraud by detecting the most minimal change in the document. Blockchain allows keeping a decentralized record of all the operations carried out by citizens before the Colombian State related to services that use this technology in order to build a coded operations tree used for automatically detecting any procedural inconsistency. Also, availability of data is guaranteed in a reliable manner regardless of any attacks against the platforms that will be part of this system.

This solution is a use case that can be repeated with different types of documents where it is possible to guarantee the authenticity of the documents for administrative proceedings before

the State. It was decided to put it to test through the verification of diplomas granted by the District University, now it is possible for any user to consult a diploma and validate its authenticity through the blockchain.

Therefore, an authentication module was created for the District University and its representatives.

The app validates diploma upload permits through intelligent contracts in the blockchain.

Initially, the University's Administration creates members who will be authorized to upload diplomas in the platform. In order to verify the identity as an institution, a consensus algorithm is executed in the blockchain network, where certifying members authorize the members who create diplomas to generate new diplomas on the chain of blocks where its hash will be stored. Optionally, the information used to generate it may be Title, Name, course or other data that comprise the document.

Later on, any citizen with Internet access may verify the authenticity of a diploma by visiting <https://peing.udistrital.edu.co>, and introducing the diploma code (hash) that is generated automatically on the web browser. Such hash is compared to the one stored in the blockchain to detect even the slightest change in the document.

As a result of the investigation, it was possible to verify the following:

- a) Blockchain technology provides citizens the possibility of verifying any document related to an administrative procedure before the State or any other type of digital file as long as it was previously registered in the blockchain platform.
- b) With blockchain technology, we avoid the risk of distributing forged information across the different copies of databases.
- c) This product's implementation increases transparency levels as data system administrators will be unable to alter any type of information.

Special Mention: Runs for Public Software

Institution: Ministry of Information Technologies and Communication (MinTIC)

URL: <https://peing.udistrital.edu.co> y <https://github.com/jitapichab/integridaddiplomas>.

88. BlockchainHackMX

This solution intends to identify the scope and implications in terms of regulations, public policy, technological infrastructure, and safety in the use of blockchain technology in Mexico.

As a first use case, a Smart Tender system is being developed, that is, procurement based on blockchain and Open Procurement Standard, which makes possible to have a reliable public tender process, adding the citizen participation element. This model introduces citizens as independent evaluators, with a say in the evaluation of proposals for public procurement. Additionally, it considers the use of safe and disseminated voting systems, Smart Contracts, and a reputation system that recognizes providers who comply.

In terms of the development of use cases of public value, the BlockchainMX Network will be a public-access network based on ethereum, and it will include nodes located in different institutions from different sectors: Government, Universities, Civil Society Organizations, and private Initiatives. Individuals and organizations will be able to develop public-value apps on this Network, without having to absorb mining costs. A public consultation is currently being held to define the scope, responsibilities, policies, security and technological requirements, as well as the actions needed to set up the nodes.

Impact

Even though both the Blockchain MX Network and the Smart Procurement pilot are in a development stage, the process has been essential to generate communication between the federal government, local governments and citizens about how to explore responsibly and appropriately the potential in blockchain technology in order to improve public administration and public services.

The project's evolution goes hand in hand with extensive citizen participation, both through the creation of open public consultation, and the Advisory Council (a group of experts on blockchain from various sectors) that challenge and guide the definition of the project.

BlockchainHackMX, which includes the OneTeamBlockchain event, has also proven to be a platform that identifies relevant actors in the blockchain ecosystem in Mexico, as well as opportunities for its consolidation.

The Network liberates access to blockchain in the country by providing a public infrastructure so that different actors can deploy solutions of public value. Additionally, it facilitates the exploration of pilot projects to analyze the impact of Blockchain or Distributed Ledger Technologies in various projects and use cases. This will enable the generation of knowledge and a reference framework about the uses and implications of Blockchain for impact initiatives.

On the other hand, given Blockchain characteristics, the Smart Tender system increases trust and security of information, guarantees traceability in real time, and ensures transparency in the tender process.

Mentions: Runs for Public Software.

Institution: Office for the National Digital Strategy of the Presidential Office.

URL: <https://www.gob.mx/innovamx> and <https://www.gob.mx/participa/consultas/redblockchainmexico>



excelGOV Awards: 2014 ceremony (Colombia).

89. Artificial Intelligence Strategy

Mexico became one of the first 10 countries worldwide to boast clear actions towards the promotion of the development, adoption, and use of Artificial Intelligence. The initial step was the release of a White Paper on Artificial Intelligence in collaboration with Oxford Insights, C-Minds, and the British Embassy in Mexico, where the ethical principles were set out and the impact of this new technology on society was explored. The Artificial Intelligence Strategy includes: 1. Developing an appropriate governance framework to foster multi-sector communication by creating an Artificial Intelligence Sub-commission within the Inter-secretarial Commission for the Development of Electronic Government; 2. Mapping uses and needs in the industry and identifying best practices in government; 3. Driving Mexico's international leadership in the subject, with special emphasis on OECD and D7; 4. Publishing recommendations from the Public Consultation Report; 5. Collaborating with experts and citizens through the Artificial Intelligence Sub-commission to ensure the continuity of these efforts during the next administration. This effort intends to leverage Mexico's tradition, talent, energy, and potential in the matter in order to guarantee that Mexico is not left behind in the Fourth Industrial Revolution, placing at the core of the agenda matters of inclusion, shared benefits, ethics and impact on labor.

Impact

The White Paper Towards an AI strategy in Mexico developed by the British Embassy in Mexico, Oxford Insights, and C-Minds, published in June 2018 is a comprehensive report that explores the main opportunities and challenges for implementing Artificial Intelligence in Mexico. The main results include the potential of AI in matters of health and education as well as the improvement of services for Mexicans. Regarding the main ramifications of AI in Mexico, the document explores the impact on the manufacturing industry, as it predicts that 19% of positions in Mexico will be automatized in the next two decades, which will have a major impact on the Mexican society that depends on this industry. The report also acknowledges that Mexico enjoys the preconditions to

implement an artificial intelligence strategy thanks to improvements in digitalization, development of digital capabilities, and connectivity that was brought in by the National Digital Strategy.

The recommendations issued by this three-party group aim at investigating the key elements of AI strategies around the world. These focus on 5 areas: digital data and infrastructure, research and development, capacity, capabilities and education, and ethics. Specifically, the recommendation focuses on creating in Mexico a permanent office to coordinate artificial intelligence policies.

Additionally, for the fast development of AI in Mexico, it is recommended to encourage the participation of civil society, industry, and scholars to identify the areas with the highest potential. In this context, the Sub-commission of Artificial Intelligence and Deep Learning of the CIDGE was integrated into the Public Service Secretariat in order to count on a high standard policy. The sub-commission is formed by dependencies like the Secretariat of Economy, Health, Treasury and Public Credit, Communication and Transport, and Social Development, among others, which will ensure the efficient operation of the Artificial Intelligence Strategy of the Federal Public Administration.

With the objective of building a Comprehensive and Inclusive Agenda for Mexico on Artificial Intelligence, the IA2030Mx Coalition has launched a National Consultation about Artificial Intelligence to understand what are the main challenges in Mexico on matters of digital transformation (specifically, on matters of Artificial Intelligence) and what are the different proposals so that we can benefit from the AI Revolution. The consultation was open to any kind of discipline and level of knowledge about digital matters.

Institution: Office for the National Digital Strategy of Office of the Presidency
URL: www.ia2030.mx



Special mention excelGOV2014: fight against poverty.

90. Misalud (My health)

This is the first program for providing support to patients who suffer diverse conditions through Information and Communication Technologies.

The program addresses the challenge that the health system constantly faces, providing the best possible care to millions of citizens with limited financial and human resources.

Offering to send useful information about health care to users in a direct, personalized, and targeted manner.

The objective is to encourage skills for making decisions that have positive impact on the population's health, that reduce complications, and that help identify on time risk factors associated to specific conditions.

Misalud offers information about disease prevention, follow-up and treatment, and remote emergency care for specific populations. It also provides a mechanism for evaluating the quality of health services the users receive.

The Misalud program uses RapidPro, a bidirectional messaging platform developed by the United Nations International Children's Emergency Fund (UNICEF) that allows opening a direct communication channel with citizens through an automatized communication system or "chatbox". Users are linked to pre-defined campaigns that trigger a series of questions and answers called "flows". This bidirectional conversation lead to different contents according to the answers provided by each user, so it is possible to offer direct and specific information to the individuals who need it.

Today, Misalud has information modules about mother and child health, diabetes and overweight, addictions, and child vaccination.

Impact

Misalud uses technology to implement social marketing strategies and educational communication that are customized and that motivate the acquisition of healthy habits and behaviors.

Taking into account the wide coverage of mobile telecommunication in the country, technology has an immense transformational potential offering opportunities to make the provision of public

services more efficient, increase government trust and legitimacy, procure significant savings, innovate, and improve the way the government communicates with citizens. This is so without the need to make large investments on infrastructure, personnel, and other resources.

Through an automatized system, Misalud allows the following: Sending information to patients with specific conditions; Influencing self-care behaviors and health decisions; Customizing the content sent to each user; Communicating adds or health alerts that are relevant to specific geographical areas; Collecting information to analyze citizens directly.

One of the key points in Misalud has been to reach citizens using the same means of communication they use to communicate with relatives, friends, and colleagues every day.

Misalud provides pregnant women with tools and trust to detect and address signs of alert, which may be easily channeled through the Pregnancy Care Line of the Secretariat of Health. During the pilot, *Prospera Digital* counted more than 170 possible health alerts that where channeled through this Line.

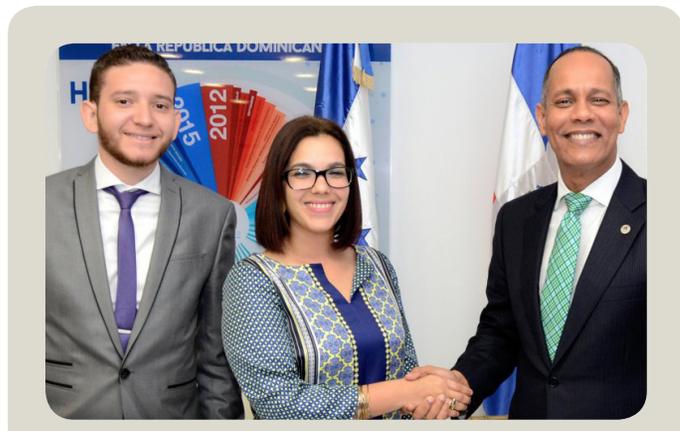
One particular user is grateful that the messages advised her to attend the Medical Unit if she presented any uncommon discomfort or pain "and thanks to that, my baby is still alive, and so am I," she told the evaluators "because I felt pain and ... imagine, if I had not paid attention to those messages, I wouldn't have come to the Unit, then we wouldn't be here."

Preliminary results of the mother and child health pilot show that users are very satisfied with the content of the messages, with response rates of almost 70% during pregnancy.

Mentions: Runs for Gender Approach.

Institution: Office for the National Digital Strategy of Office of the Presidency

URL: www.gob.mx/misalud



Dominican Republic receives recognition for horizontal cooperation with Honduras (excelGOV2016).

91. Business Architecture for Uruguay's Digital Transformation

Encouraging digitalization on all government services has been one of the objectives for 2020 for the Uruguayan Government, and one of AGESIC's key tasks.

Over 1,300 services (from birth certificates, education enrollment, job and housing applications to personal loans) is a large enough volume to bring about change in the customary rules of digitalization. Our methodology consisted of the following: (1) Classifying each service into previously defined categories. Some services were redesigned by the Social Innovation Lab); (2) shared software assets were selected to shape each type of service (e-Form, BPM, e-Stamp, e-Agenda, ePayment, etc.), and they were made available to all agencies; (3) shared assets were put together for each service by category; (4) all services were launched online. This innovative way of providing governmental services 100% online demanded a platform that was agile, efficient, reliable, flexible, scalable, and highly receptive.

Additionally, we propose developing federal architecture for each public organization in Uruguay, where business architecture practices collaborate with electronic government architecture through the continuous architectural process, feeding the framework and also a common repository of construction blocks. The e-government architecture also provides guidelines, that are architectures of interoperability frameworks for vertical sectors such as health, land infrastructure, public services, etc.

Impact

Citizens are beginning to receive the benefits of the initiative, and by the end of the project, it is expected that the quality of public services will improve. In terms of organization, the objectives have been met, and public organizations are engaged and they are beginning to receive training about Business Architecture practices.

For the coming years, the Digital Government Agenda includes objectives and goals that involve more public agencies that carry out their architectures based on the Integrated Architecture of Electronic Administration.

The initiative has helped the Uruguayan Government build a common language, execute IT projects in an integrated manner, and reduce the comprehension gap between companies and the IT area in each organization, as well as pursuing a common and overall vision of the architecture.

Additionally, in terms of data architecture, we are working on government master data, and on identifying and promoting the use of terminology to exchange data efficiently.

Agencies like governmental ones have a social goal, therefore, their impact is measured in public policies.

The social impact is enormous: the democratization of State services by providing an online system brings the government closer to its citizens; expands access channels; allows the use of services 24/7 all year round; reduces the territorial distribution gap, and the concentration of services in the main cities; and reduces costs, travel and waiting times; among other benefits.

It is an advancement that positively impacts every individual, allowing them to capitalize the benefits derived from the information society, providing equal opportunities,

The possibility of addressing all government services online simplifies and accelerates processes and brings institutions closer to people, encouraging inclusion and development.

Institution: Agency for Electronic Government and Information Society (AGESIC, in Spanish)

URL: <https://centroderecursos.agesic.gub.uy/web/arquitectura-de-gobierno>

92. Strategy to define Blockchain used in the Public Administration of Uruguay

When a new technology is considered and analyzed, it is important to take into account all the views on the matter from the very beginning. In this sense, the Agestic Strategic Planning area intends to coordinate these views which are necessary in the path to acquire knowledge and equipment.

The following considerations are made based on the example of the Blockchain case:

1. Internal research (within Agestic): it involves a “desktop” analysis on the web, expert sites, journals and papers on the topic, covering the following vertical areas:

- Technology: platform analysis and testing of both, the inherent technological aspects, as well as information security concerns.
- Legal: analysis of legal aspects that have an impact on use cases.
- Use cases: applicability in government, and making an analysis and modeling of use cases.

2. Synergy with the ecosystem (outside Agestic). Exchange activities are performed with scholars, State agencies and bodies, IT companies, individual consultants, and possible agreements or partnerships are assessed to accelerate knowledge and modeling of use cases.

3. Conceptualization and development of Proof of Concept (PoC). Development and assessment of candidate PoCs for implementation based on their potential, degree of difficulty, involvement and commitment on the behalf of stakeholders.

4. Pilot Projects. Once the PoC has been validated, a Pilot Project phase is considered.

Impact

The experience acquired throughout the project which developed the proof of concept enabled to generate a reference ar-

chitecture both for a Government Blockchain service infrastructure as well as for the area of data and counseling for various institutions.

In this regard, several State agencies have already expressed their interest in evaluating a PoC associated to use cases in areas such as supply chain, health care or public records. Before deciding on which PoC to develop, the entities interested in technology must first assess an already developed set of tools (for instance, <https://www.agesic.gub.uy/innovaportal/v/7224/1/agesic/cadena-de-soluciones:-guias-para-decidir-sobre-el-uso-de-blockchain.html>) to recommend, or not, the use of the blockchain technology depending on the use case, and to facilitate the conceptualization of a needs-based infrastructure and data architecture.

According to the previous stages, this action allowed to expand the knowledge. It included a study that remains as an internal work document which enables us to questions some aspects of this technology from the legal standpoint. At the same time, from the technological perspective, a large number of specific documents and articles has been generated, which serves as the basis for the study and expansion of many aspects related to this technology.

Institution: Agency for Electronic Government and Information Society (AGESIC, in Spanish)

URL: <https://www.agesic.gub.uy/innovaportal/v/7204/1/agesic/primer-edicion-de-las-jornadas-tecnologicas:-blockchain-mas-alla-de-su-auge.html>



excelGOV2016 Award in Public Software: Simple (Chile).

93. IA-CKATON: optimizing the State services through Artificial Intelligence

The world is evolving at an accelerated pace. Our new collaborative ways of working and streamlined methodologies set the stage for the digital transformation in our society.

A clear example of this are “hackathons,” where an open spirit, a friendly atmosphere and diverse groups of people converge to stimulate creativity, team work and innovation.

The purpose of the IA-CKATON is to create prototypes of innovative products that improve State services through the use of Artificial Intelligence, which serves as a catalyst for solutions.

In order to select the teams that would participate at the IA-CKATON and to assess the challenges they would address, a forum called “Spaces for innovation: Artificial Intelligence in Digital Government” was held with the participation of public and private organizations and scholars.

Goals of the IA-CKATON:

- To gather proposals and create new and concrete products where AI provides significant improvements for State services.
- To promote the testing and development of the best IA projects.
- To foster team spirit, entrepreneurship and collaborative work in an atmosphere of healthy competition.

The target audience includes the public sector, the private sector, scholars and people in general.

Enrollment is open to teams of 3 to 5 people and they will have 15 days to develop proposals. Out of all the selected proposals, 5 will be chosen and given 15 more days for the teams to perfect them. The final presentation will be on the last day, when 3 winners will be chosen by a jury.

Impact

The IA-CKATON aims at being a catalyst of solutions that show how AI can help improve public services.

Our purpose is to generate concrete, needs-based proposals in a short period of time, considering various approaches and putting different skills to the test.

Efforts will be focused on 5 subject-matters which are part of the 2020 Digital Government Plan of the Uruguayan State.

The teams will work on the following topics:

- CLOSER Government: service transformation. Analyze how AI can optimize, accelerate or simplify services that are currently provided by the State.
- OPEN Government: transparency / engagement and cooperation. Analyze how AI can improve or enable citizen engagement and cooperation for the government to further meet their needs.
- SMART Government: evidence-based decisions/ predictive analytics. Consider how AI can help harness the great deal of information generated by interactions between citizens and state. We are seeking proposals that promote a more proactive attitude, with more predictive and prescriptive capabilities to anticipate and prevent problems.
- EFFICIENT Government: administrative and document-based management. Consider how AI can help optimize the use of services and reduce operating costs, facilitating the re-engineering of the State’s transversal systems.
- DIGITAL Government: risk management and operational continuity. Consider how AI can respond efficiently and proactively to cyber-security risks, to the universalization of electronic management and to privacy and protection of personal data.

In just one month, the IA-CKATON will have generated 15 concrete proposals that raise real solutions for the selected topics, of which the best 3 will have an effective chance of being implemented at State level.

Institution: Agency for Electronic Government and Information Society (AGESIC, in Spanish)

URL: <https://www.agesic.gub.uy/innovaportal/v/7234/1/agesic/lanzamiento-de-la-ia-ckaton:-inteligencia-artificial-para-mejorar-los-servicios-publicos.html?idPadre=1937>



José Clastornik (Uruguay) and Miguel Porrúa (IDB) receive Special recognitions during the excelGOV2016 ceremony.

94. Document Time Stamp Service

The File Notarization system, within the scope of the Proof of Concept performed by the AGESIC, invariably records the current state of a file in a Blockchain network.

This is achieved by saving three important pieces of information related to the file, namely: a file “hash” stamp, a time stamp that makes reference to the processing time, and a name that identifies the processed file.

Considering the regulatory framework of the Uruguayan government, the entire architecture has been built from an “in-house” approach, hosting the entire Blockchain network inside our own data center. With this purpose, the plan is to make a personalized deployment based on Hyperledger and all of its components.

Impact

The experience gained throughout the project that developed the proof of concept enables the AGENCY to generate a reference architecture both for a Government Blockchain service infrastructure as well as for the area of data and counseling for various institutions.

By means of the PoC analysis, a set of tools is developed to recommend, or not, the use of the blockchain technology depending on the use case, and to enable the conceptualization of a needs-based data and infrastructure architecture.

The project allowed to gain more knowledge into this technology, identifying strengths and weaknesses, and insisted on the search and/or development of technically-efficient and deployable tools. A considerable number of specific documents and articles has been generated, serving as the basis for the study and expansion of many aspects related to this technology. This document collection will serve as an important starting point for those who wish to study this subject-matter.

The developed application took into account aspects related to design, security, scalability, and other features which will enable to adapt it to multiple scenarios. The notarization of files may be required in many government scenarios where a reliable and unchangeable record becomes a pressing need.

Institution: Agency for Electronic Government and Information Society (AGESIC, in Spanish)

URL: <https://www.agesic.gub.uy/innovaportal/v/7204/1/agesic/primer-edicion-de-las-jornadas-tecnologicas-blockchain-mas-alla-de-su-auge.html>

95. Canaima GNU/Linux 6.0 (KAVAC)

This is an operating system designed based on the needs and realities of the Venezuelan public servant and targeting Public Administration processes, favoring its automation with Free Software, which, in turn, converges with the Blockchain revolution and includes applications whose purpose is to mine crypto-assets and wallets used to exchange and secure crypto-currencies. Canaima 6.0 includes new features: (I) the NEM Blockchain Platform called Catapult, which was packed for Debian and is currently available in the Canaima repositories and documented by Venezuela at the NEM Community Forum, and (ii) Assistive Technology, which enables an accessible work environment for people with visual impairment. Thus, it becomes an inclusive operating system, which ensures that any user, with or without disabilities, can access and use the computer without restrictions.

Impact

The technologies produced and maintained in the Canaima Project play a major role for the software supply chain in Venezuela. Canaima GNU/Linux teaches to prioritize national production, understanding the software freedoms, making a critical use of a system and sharing its usage criteria within the framework of collaborative communities. Canaima consists of applications specifically selected for the public sector productivity (connectivity, office automation, project management, graphic design, diagrams and mental maps, IT security, image and document management), and education applications specifically selected

for the learning process as well as the inclusion of thousands of educational content points for children and adolescents. As value added, Canaima Kavac 6.0 is equipped with powerful applications for people with visual impairment through the use of assistive technology aimed at promoting equal opportunities in access to knowledge, and providing people with complete or partial visual impairment the necessary means for the appropriate use of this IT system.

Canaima also serves as the meeting point for developers and users involved in information technology management relevant to our National Project, and most importantly, it is a Free Software, which sets the standard for new ethics of consumption, production and economy around technologies.

The Canaima GNU/Linux operating system is installed in the more than 6 million units provided to Venezuelan children and adolescents through the Canaima Education Program, and in the work stations of Venezuelan public officials. This important national achievement represents savings above 6 million dollars in software license costs for the benefit of the State.

Mentions: Runs for Public Software.

Institution: National Center for Information Technologies (CNTI, in Spanish)

URL: <https://canaima.softwarelibre.gob.ve/>

96. Cumaco Contenidos (Cumaco Content)

This is a web-based tool created and developed to provide audio-visual production teams with the design of templates for Open Digital Television applications and the incorporation of contextual information. *Cumaco Contenidos* offers the possibility to build a four-button template with data fields related to each of these buttons. The user can also provide images, decide on the size and arrangement in the screen of the various image, information and video areas. Once the template is designed and the information included, the user can generate the Ginga application by clicking on a button and send it to the technical team for its deployment.

Impact

Cumaco Contenidos is the result of a research and development effort by a great team in the field of Open Digital Television. Its objective is to support and promote interplay between users and content providers to spread the design and creation of applications that facilitate the broadcast of content relevant to users. Users expand their knowledge and enjoy some entertaining during their free time.

Mentions: Runs for Public Software.

Institution: Cenditel.

URL: <https://cumaco.cenditel.gob.ve/contenidos>

97. Murachi

Murachi is a web service that allows to sign and verify documents electronically, offering the necessary tools to easily incorporate the electronic signature feature into systems, such as electronic mail or web pages, developed with free software under AGPL license and open standards. The Murachi web service allows to incorporate the document signature and verification feature into other systems in a fast and secure manner. This is due to the implementation of the REST technology (Representational State Transfer), a standard-based software architecture that offers software and language-independent programming. Murachi allows developers to incorporate the electronic signature system into their platforms. For this purpose, the user is required to have a digital certificate issued by a Certification Service Provider (CSP) accredited before a Root Certificate Authority (CA), and an electronic signature card.

Impact

Using Murachi as the technology for document electronic signature optimizes turnaround times of institutions' administrative procedures and significantly reduces document printing costs, not only allowing to sign documents under security, authenticity, non-repudiation, integrity and confidentiality criteria, but also to verify electronically-signed documents in PDF and BDOC

formats, using a verification code that allows the recipient to check the veracity of the received document. In addition, as part of the "Regional Public Software Collaborative Mechanism" project, promoted by Red GEALC, the Venezuelan State has developed horizontal cooperation partnerships for the co-creation of software, and has proposed Murachi as the electronic signature application of use for the region, thus materializing two success stories:

- Joint Electronic Signature by 21 countries of Latin America and the Caribbean of the Declaration of the 11th Annual Meeting of *Red Gealc* held in Santo Domingo in November 2017.
- Electronic signature of an Intention Agreement between ITIGES (El Salvador) and the CNTI (Venezuela) for the exchange of knowledge, experiences and technologies relative to e-Signature in June 2018.

Mentions: Runs for Public Software.

Institution: National Center for Research and Development of Free Technologies (CENDITEL, in Spanish).

URL: murachi.cenditel.gob.ve // tibisay.cenditel.gob.ve/murachi

98. Public Consultation System

With the recent technological advances, the number of texts and documents available on the web has grown exponentially, which makes it hard to analyze them given the number of man-hours required for data collection and processing. This is why CENDITEL has developed a technology solution based on a set of algorithms and statistical techniques, which analyzes search processes and semantic analysis with the purpose of categorizing topics and giving relevant results on the subject-matter.

Users may be public and international institutions.

The management system is composed of two modules: Consultation Management Module (a graphic-user interface allows users to make public consultations on the platform, e.g. A legislative consultation) and the Analysis Module (using the Latent Dirichlet Allocation model, LDA, the user can create the processing profile of the data collected through the consultation and obtain the results through graphics).

More information about the project, the source code and documentation can be found at <http://scaa.cenditel.gob.ve/>

Impact

The statistical techniques used for data analysis allow to model the underlying relations of the words that make up a set of documents known as corpus. In this way, it is possible to know how the words that make up a corpus are grouped in clusters, which can be identified as topics or subjects that structure the corpus as a semantic whole and set the organization criteria.

Therefore, the Public Consultation System developed by CENDITEL enables to process a large number of electronic texts and documents to analyze, summarize, understand and archive

them. This tool can be implemented for: media matrix analyses, document research and public consultation analyses for policy-making purposes.

The use of the Public Consultation System allows to automate two fundamental processes before the policy-making phase begins, i.e. Collection of information to know proposals and opinions of citizens on a specific topic, saving physical and economic resources as this can be made through the platform. The second process ensures that all proposals made by citizens are taken into account, in addition to making a quick assessment of the collected information, obtaining data, topics and charts.

This software can be deployed for public consultation on a legislative proposal of collective interest (for instance, reform of the Education Act), so the Parliament/Assembly might use it to gather citizens' opinions in an efficient manner, and then analyze data to generate useful information that must be taken into account. This system was specifically used to know people's opinions about Blockchain (proposals) and collect citizens' proposals to draft the 2019-2023 Economic and Social Development Plan.

Mentions: Runs for Public Software.

Institution: Cenditel.

URL: consultapublica.org.ve



Trinidad and Tobago receives the excelGOV2016 Award

Special Mentions



Mission to Korea, 2018.

Special Mentions

The following candidacies aspire to get Special Mentions. In parenthesis the number of candidacy, so that it can be located in the catalog.

Open Data

Brazil: Digital Citizenship Platform - PCD (6)

Ecuador: Productive Intelligence Portal (12)

El Salvador: Mobil App LNB (14)

Mexico: Open Contracting (23)

Mexico: Open Data Infrastructure (24)

Gender Approach

Mexico: X Code (22)

Mexico: Misalud- My health (90)

Mexico: Interoperable Platform for Simplified Stock Corporations (SAS) (25)

Uruguay: Change of enrollment due to Voluntary Termination of Pregnancy-IVE (34)



excelGOV2014: Nicaragua wins Special Mention in Gender Approach.

Public Software

Brazil: Digital Citizenship Platform - PCD (6)

Colombia: Improvement of State Security Document BLOCKCHAIN reliability (87)

Ecuador: FirmaEC (11)

El Salvador: Mobil App LNB (14)

El Salvador: Family File Information System -SIFF (15)

El Salvador: Environmental Health Information System-SISAM (16)

El Salvador: Management Information System -eTAB (17)

El Salvador: Maintenance Computer System-SIM (18)

El Salvador: Comprehensive System for Patient Care- SIAP (19)

Mexico: BlockchainHackMX (88)

Mexico: Interoperable Platform for Simplified Stock Corporations (25)

Panama: Technological platform of the Inquisitorial Criminal Justice System (30)

Panama: Smart Interoperable National Alert Monitoring and Management System-SINMA (31)

Venezuela: Canaima GNU/Linux 6.0-KAVAC (95)

Venezuela: Cumaco Contenidos -Cumaco Contents (96)

Venezuela: Murachi (97)

Venezuela: Public Consultation System (98)

Venezuela: Community Integration System -SINCO (84)

Venezuela: Comprehensive System for Situational Strategic Planning (85)